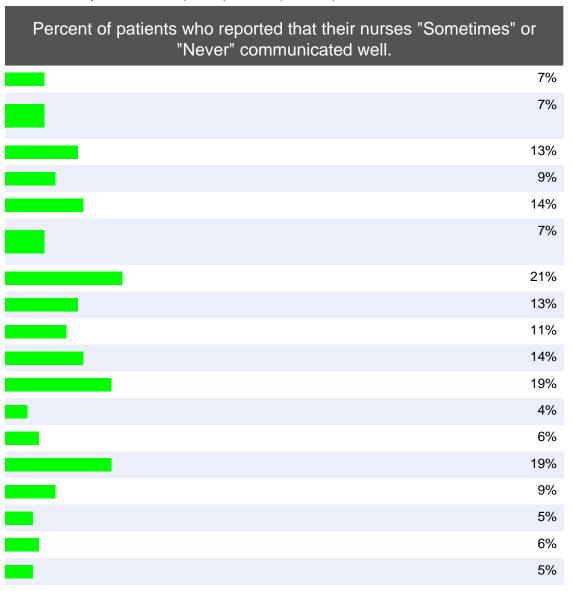
Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | Hospital Expenences (HOAHFS) | |
|------------|------------------------------|----------------|
| City | State | County Name |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| BRONX | NY | BRONX |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| BRONX | NY | BRONX |
| NEW YORK | NY | NEW YORK |
| NEW YORK | NY | NEW YORK |
| BRONX | NY | BRONX |
| NEW YORK | NY | NEW YORK |
| AUBURN | NY | CAYUGA |
| POTSDAM | NY | SAINT LAWRENCE |
| GOUVERNEUR | NY | SAINT LAWRENCE |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



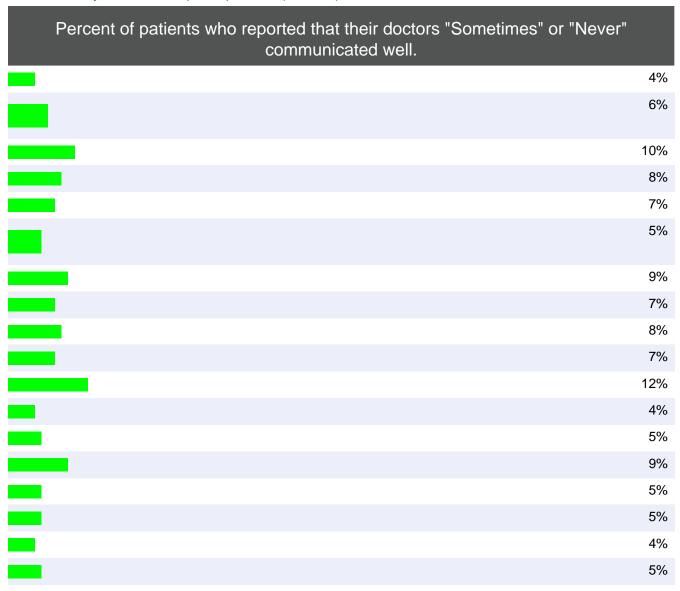
Page 3 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



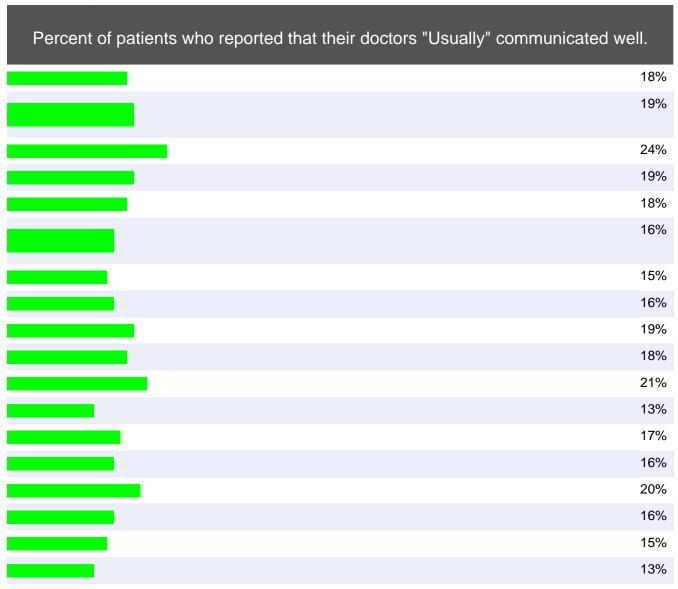
Page 4 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



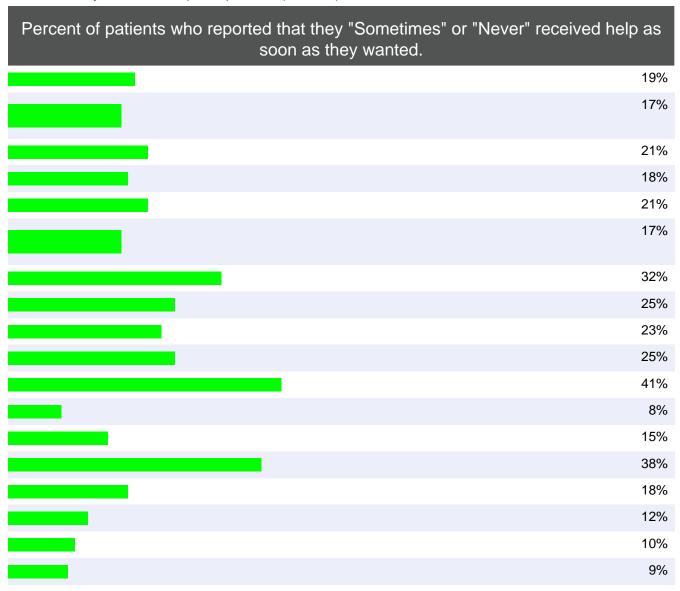
Page 6 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



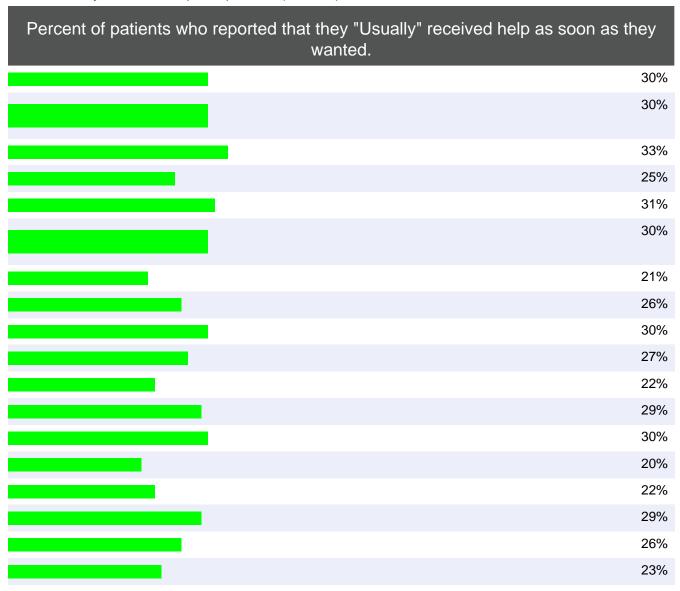
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



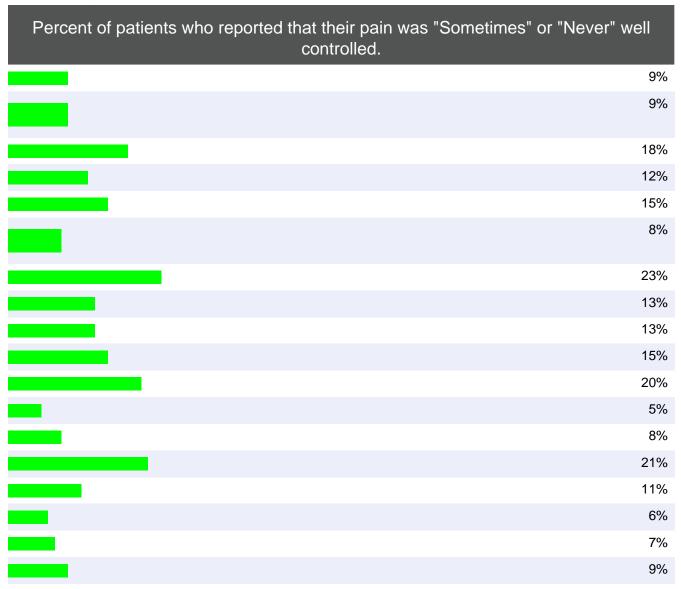
Page 9 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



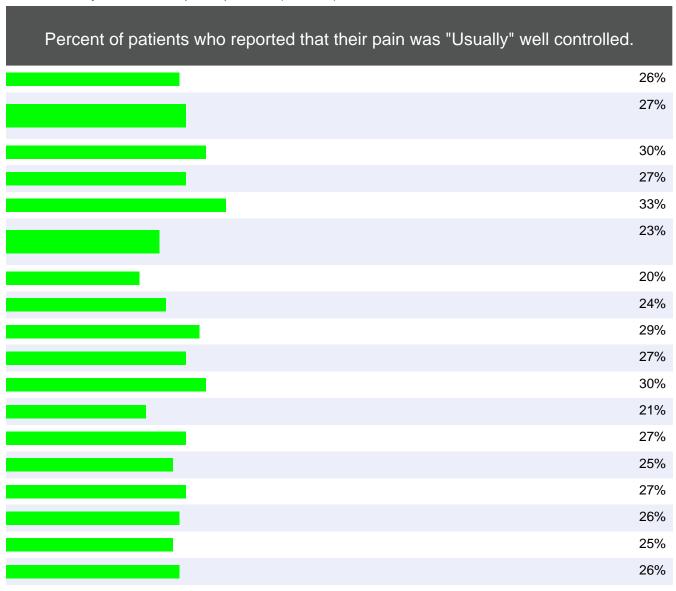
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



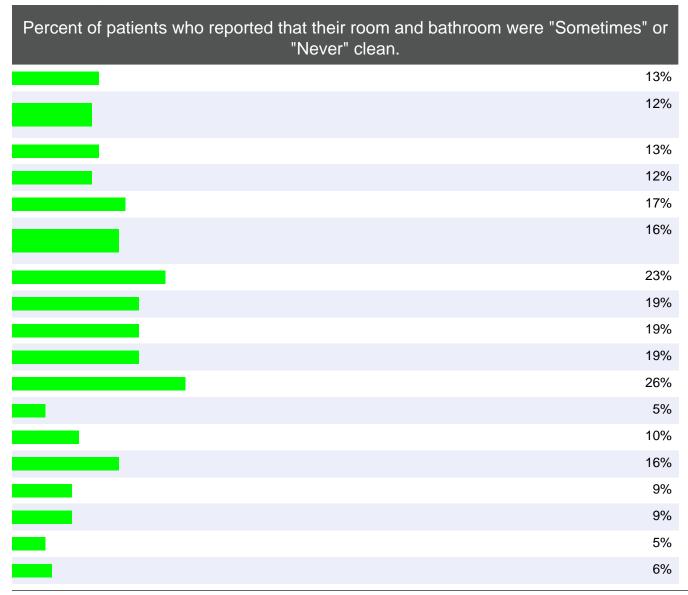
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



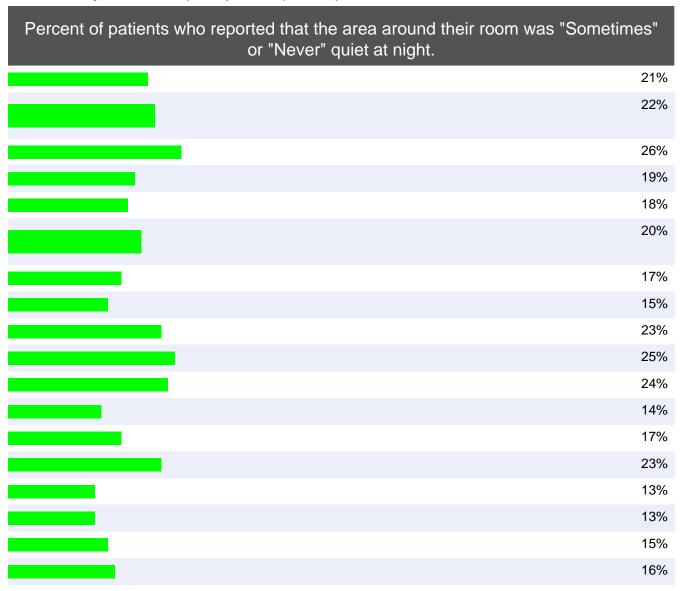
Page 18 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



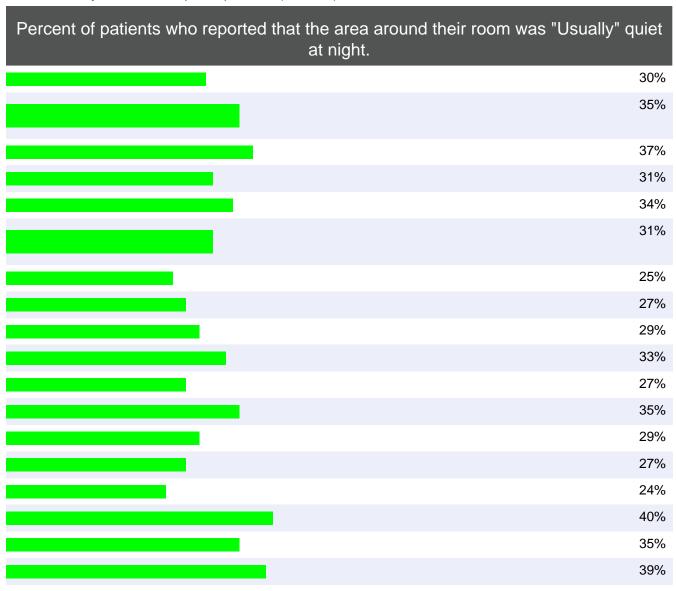
Page 19 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



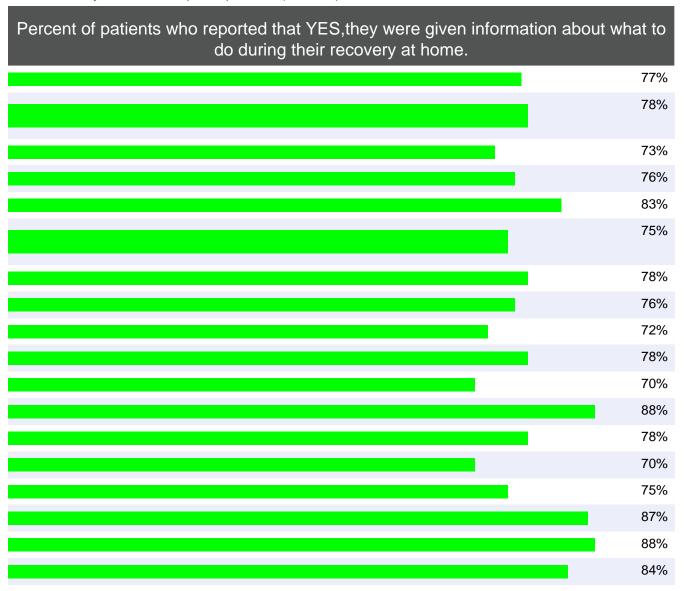
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



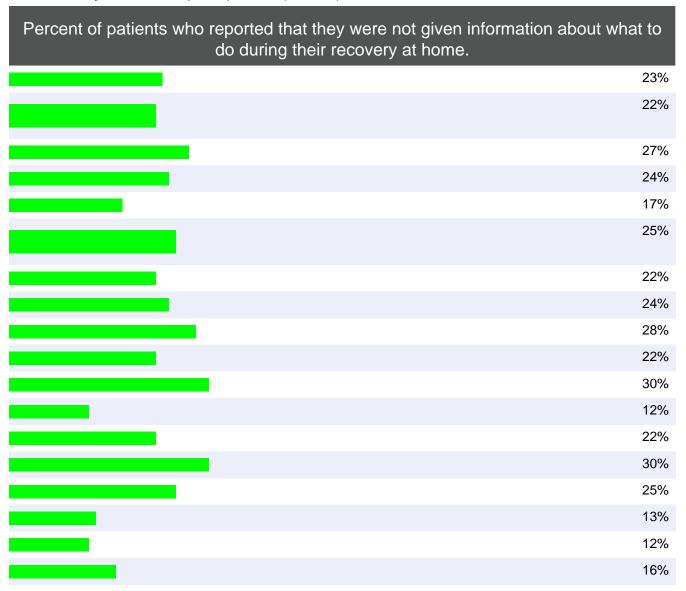
Page 22 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



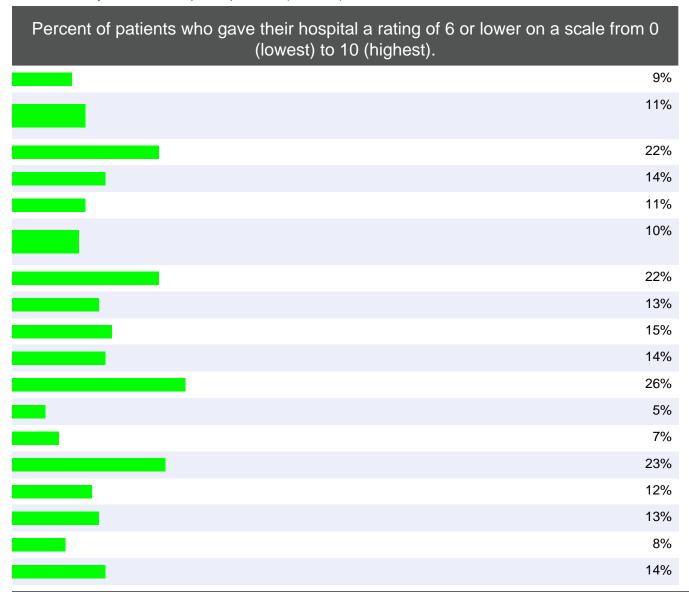
Page 23 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



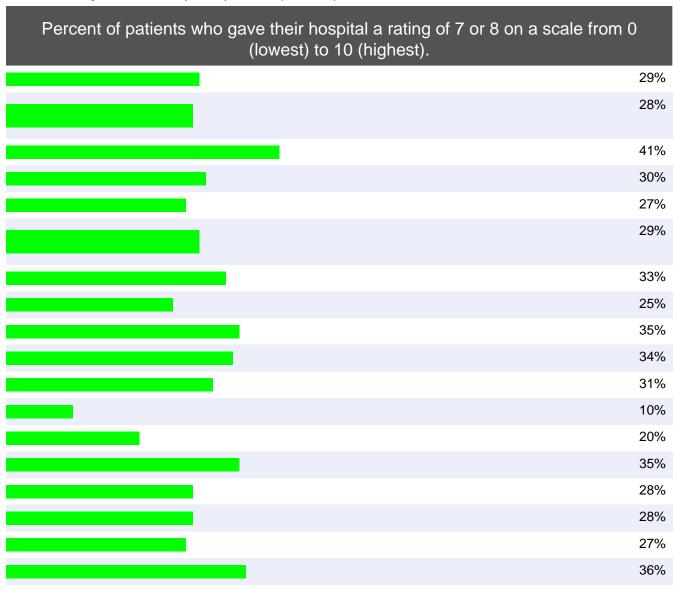
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



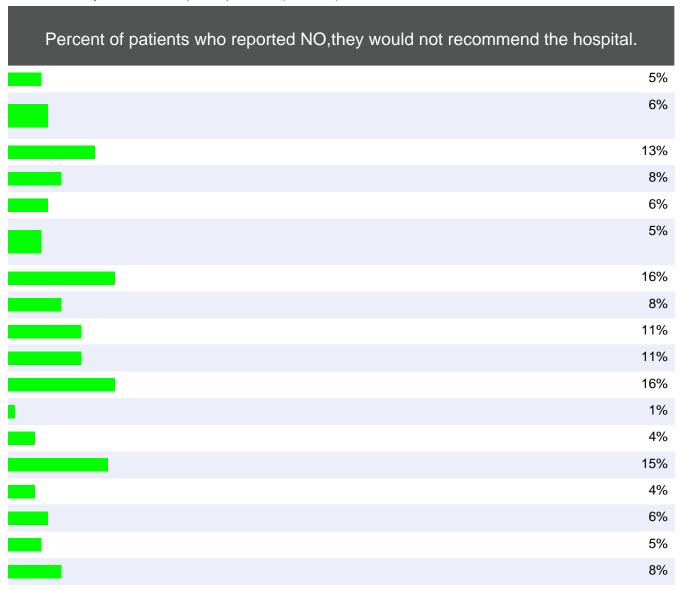
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | Number of Completed Surveys |
|-------------|-----------------------------|
| 300 or more | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Survey Response Rate Percent | | Survey Footnote |
|------------------------------|-----|---|
| | 22% | |
| | 40% | There were discrepancies in the data collection process |
| | 23% | |
| | 26% | |
| | 19% | |
| | 34% | There were discrepancies in the data collection process |
| | 20% | |
| | 20% | |
| | 24% | |
| | 16% | |
| | 14% | |
| | 57% | |
| | 28% | |
| | 14% | |
| | 36% | |
| | 36% | |
| | 33% | |
| | 38% | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Hospital Footnote |
|-------------------|
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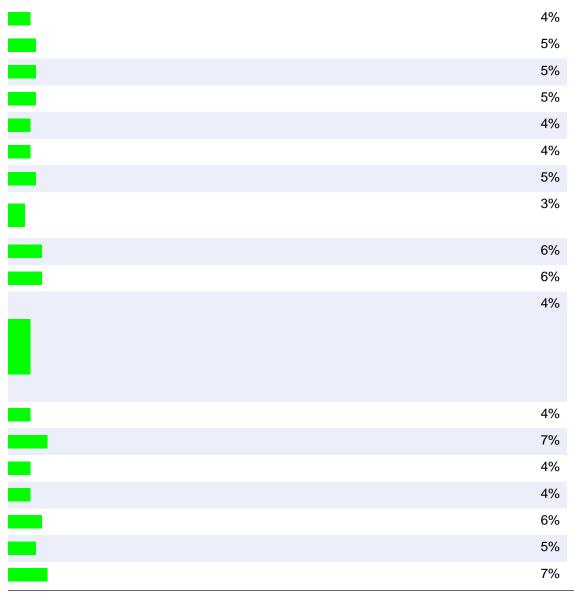
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| NEWARK | NY | WAYNE | | |
|--------------------|----|----------------|--|--|
| ROME | NY | ONEIDA | | |
| OSWEGO | NY | OSWEGO | | |
| ONEIDA | NY | MADISON | | |
| LOWVILLE | NY | LEWIS | | |
| OGDENSBURG | NY | SAINT LAWRENCE | | |
| SYRACUSE | NY | ONONDAGA | | |
| CLIFTON SPRINGS | NY | ONTARIO | | |
| SYRACUSE | NY | ONONDAGA | | |
| SYRACUSE | NY | ONONDAGA | | |
| ALEXANDRIA BAY | NY | JEFFERSON | | |
| SYRACUSE | NY | ONONDAGA | | |
| CARTHAGE | NY | JEFFERSON | | |
| MASSENA | NY | SAINT LAWRENCE | | |
| WATERTOWN | NY | JEFFERSON | | |
| GENEVA | NY | ONTARIO | | |
| PENN YAN | NY | YATES | | |
| UTICA | NY | ONEIDA | | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 18% |
|-----|
| 22% |
| 24% |
| 20% |
| 21% |
| 19% |
| 20% |
| 17% |
| 22% |
| 22% |
| 14% |
| 22% |
| 24% |
| 19% |
| 23% |
| 22% |
| 19% |
| 22% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 3% |
|----|
| 7% |
| 7% |
| 3% |
| 2% |
| 3% |
| 6% |
| 2% |
| 7% |
| 7% |
| 4% |
| 4% |
| 6% |
| 4% |
| 6% |
| 7% |
| 6% |
| 8% |

Page 38 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 17% |
|-----|
| 21% |
| 17% |
| 14% |
| 14% |
| 12% |
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| 20% |
| 11% |
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| 18% |
| 18% |
| 19% |
| 18% |

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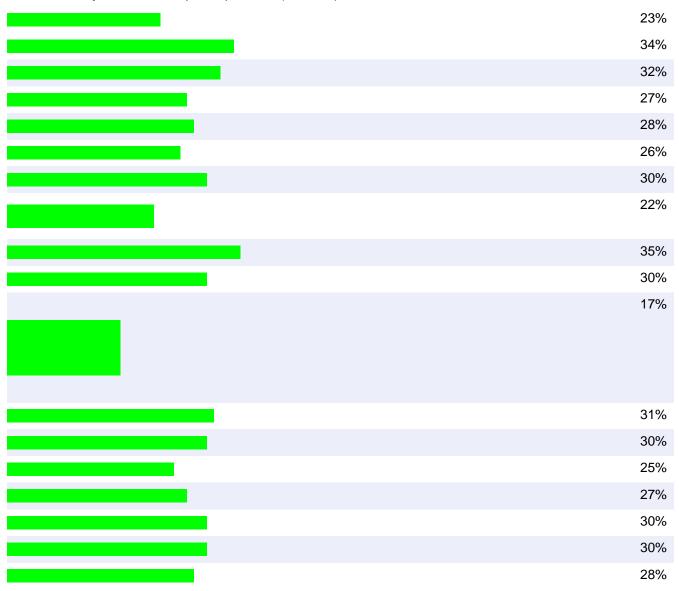
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 00/ |
|---------|
| 8% |
| 12% |
| 14% |
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| 8% |
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| 10% |
| 16% |
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| 11% |
| 14% |
| 6% |
| 15% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



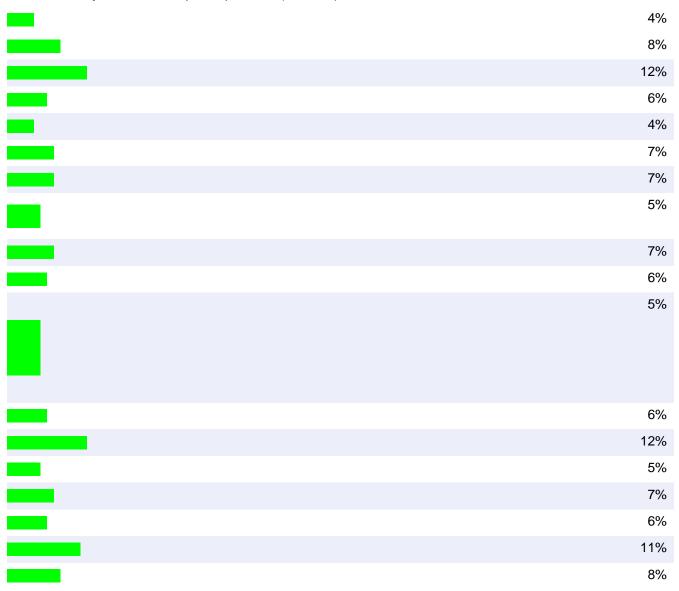
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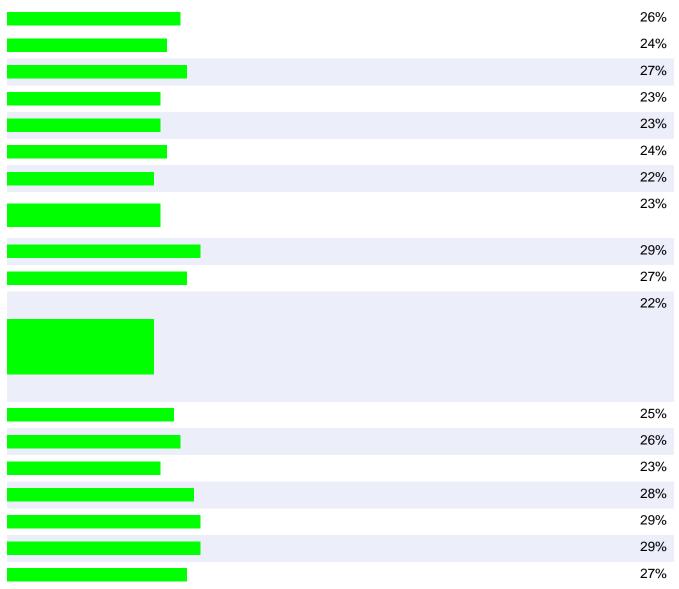
Page 43 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



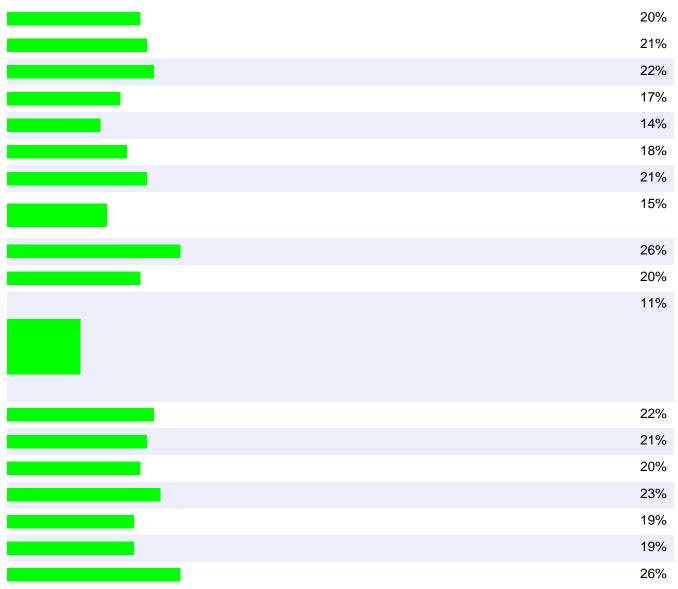
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 18% |
|-----|
| 21% |
| 21% |
| 17% |
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| 16% |
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| 20% |
| 22% |
| 26% |
| 21% |

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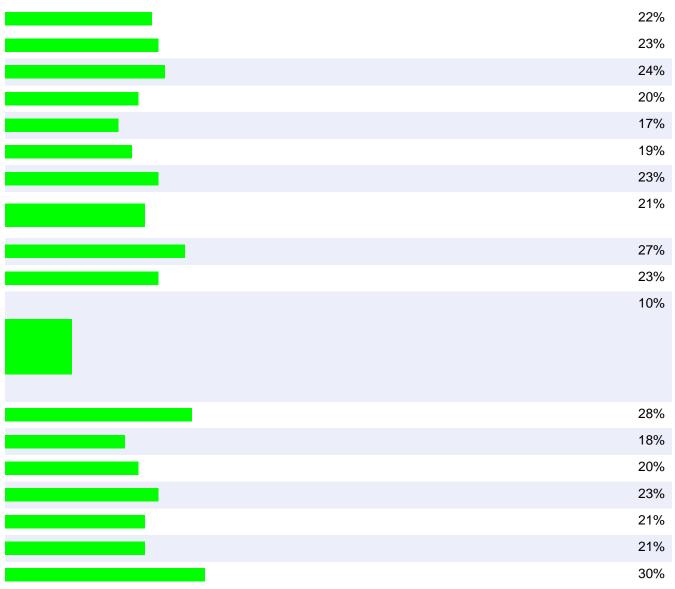
Page 49 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 9% |
|-----|
| 7% |
| 10% |
| 7% |
| 7% |
| 8% |
| 13% |
| 6% |
| 9% |
| 10% |
| 3% |
| 15% |
| 10% |
| 5% |
| 6% |
| 16% |
| 7% |
| 18% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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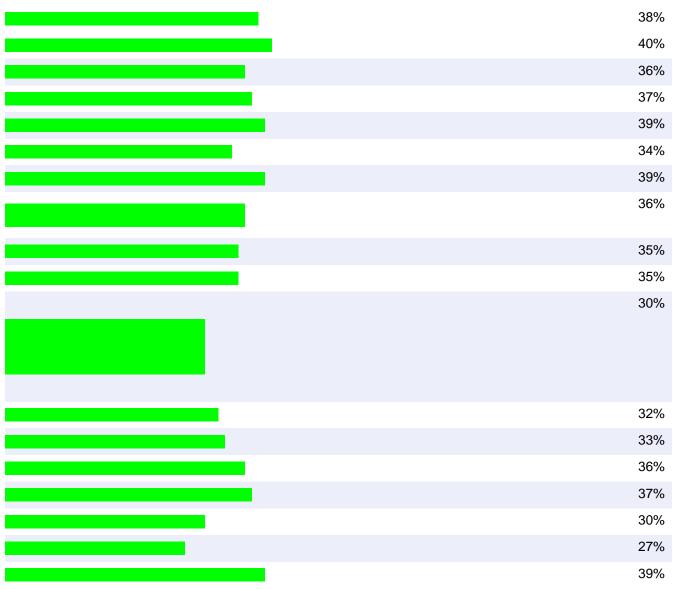
Page 52 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

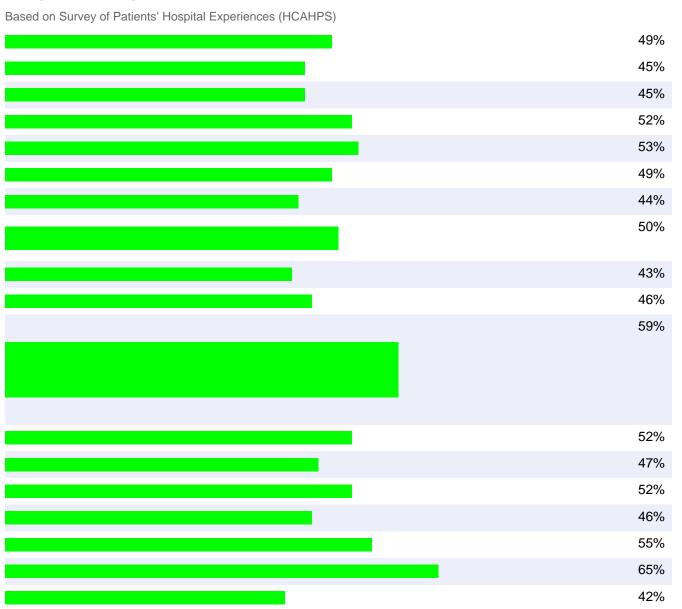
| 13% |
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| 12% |
| 17% |
| 15% |
| 8% |
| 19% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 13% |
|-----|
| 15% |
| 16% |
| 16% |
| 14% |
| 13% |
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| 12% |
| 9% |
| 14% |
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| 16% |
| 13% |
| 14% |
| 20% |

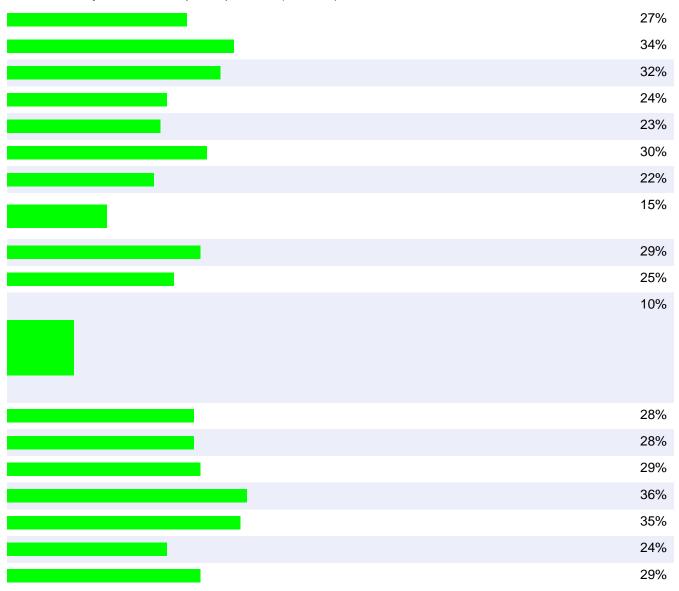
Page 57 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 400/ |
|------|
| 10% |
| 11% |
| 18% |
| 10% |
| 8% |
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| 10% |
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| 8% |
| 11% |
| 15% |
| 10% |
| 13% |
| 8% |
| 10% |
| 14% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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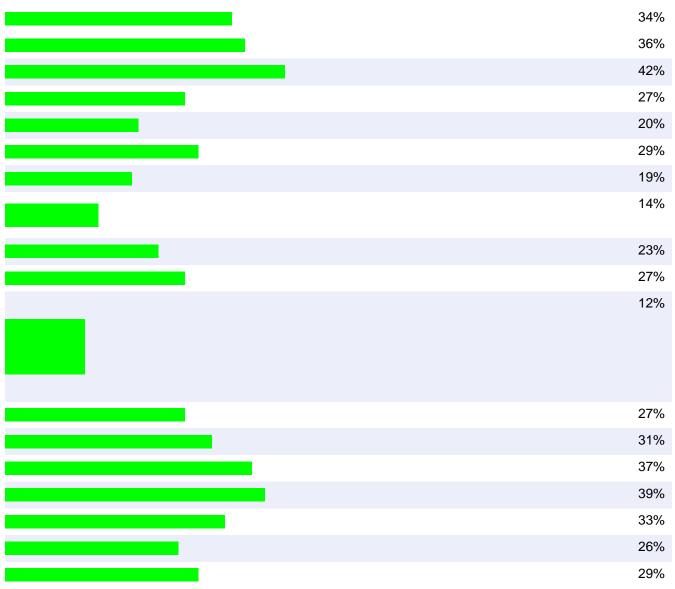
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 5% |
|----|
| 6% |
| 8% |
| 4% |
| 3% |
| 3% |
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| 2% |
| 4% |
| 4% |
| 2% |
| 7% |
| 7% |
| 4% |
| 7% |
| 6% |
| 4% |
| 8% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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300 or more

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more Between 100 and 299 300 or more 300 or more 300 or more 300 or more Fewer than 100 300 or more Between 100 and 299

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 37% | |
|--------------------------|--|
| 28% | |
| 31% | |
| 38% | |
| 37% | |
| 31% | |
| 39% | |
| 45% | |
| 29% | |
| 32% | |
| | |
| 46% | Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance |
| 46% 39% | HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital |
| | HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital |
| 39% | HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital |
| 39% 38% | HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital |
| 39% 38% 27% | HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital |
| 39% 38% 27% 32% | HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

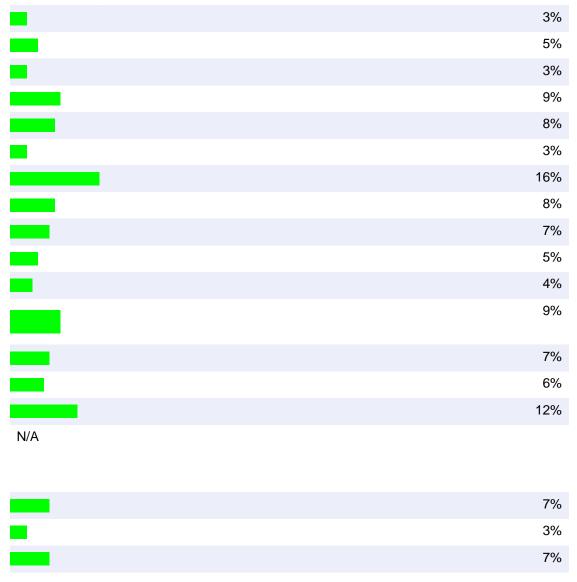
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| bacca on carvey or rationto | Hoopital Exponences (Hortin C | J . |
|-----------------------------|-------------------------------|-------------|
| UTICA | NY | ONEIDA |
| LITTLE FALLS | NY | HERKIMER |
| HAMILTON | NY | MADISON |
| VALLEY STREAM | NY | NASSAU |
| MANHASSET | NY | NASSAU |
| ROSLYN | NY | NASSAU |
| EAST MEADOW | NY | NASSAU |
| BETHPAGE | NY | NASSAU |
| OCEANSIDE | NY | NASSAU |
| MINEOLA | NY | NASSAU |
| GLEN COVE | NY | NASSAU |
| ROCKVILLE CENTRE | NY | NASSAU |
| PLAINVIEW | NY | NASSAU |
| SOUTHAMPTON | NY | SUFFOLK |
| LONG BEACH | NY | NASSAU |
| ALBANY | NY | ALBANY |
| SCHENECTADY | NY | SCHENECTADY |
| COBLESKILL | NY | SCHOHARIE |
| ALBANY | NY | ALBANY |
| | | |

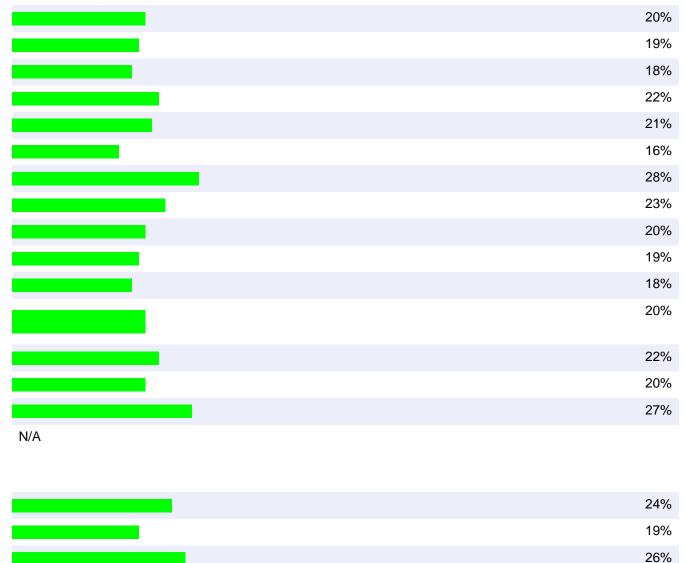
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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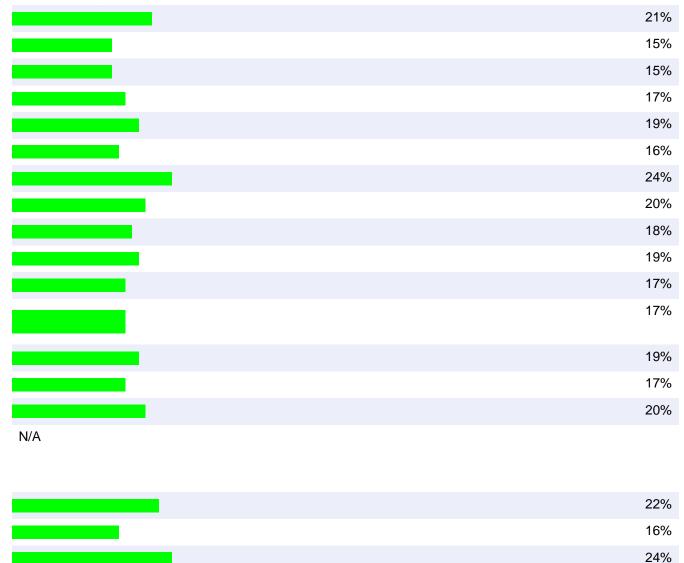
67%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

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|-----|---|---|---|---|--|--|-----|
| | | | | | | | 5% |
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



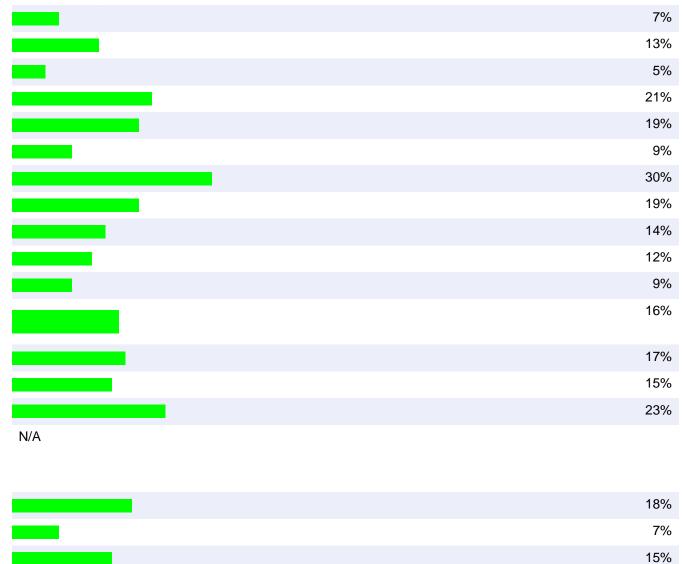
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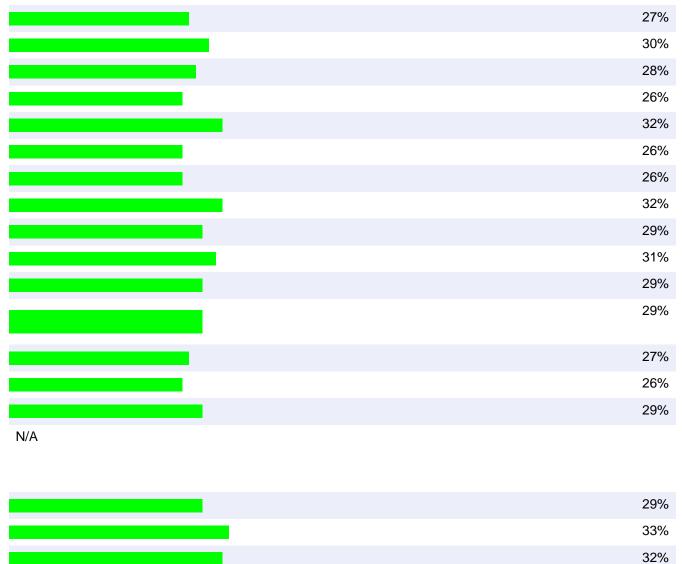
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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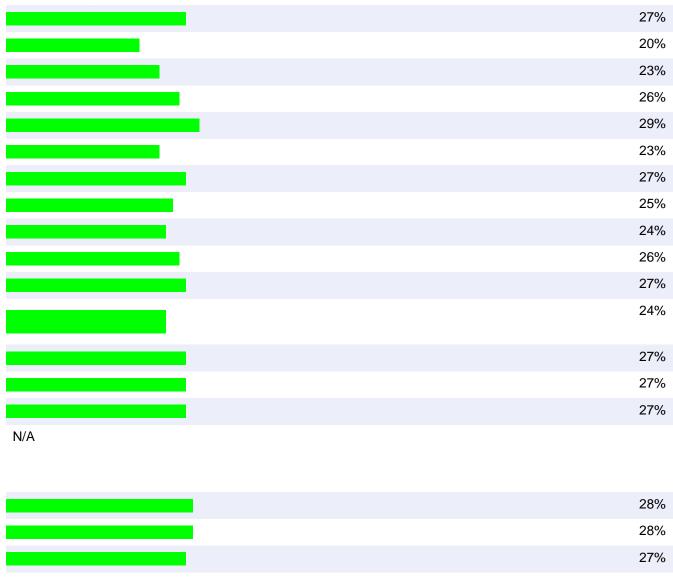
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 5% |
|-----|-----|
| | 9% |
| | 5% |
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| | 9% |
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| | 17% |
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| | 7% |
| | 10% |
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| | 7% |
| | 13% |
| N/A | |
| | |
| | 9% |
| | 3% |
| | 9% |

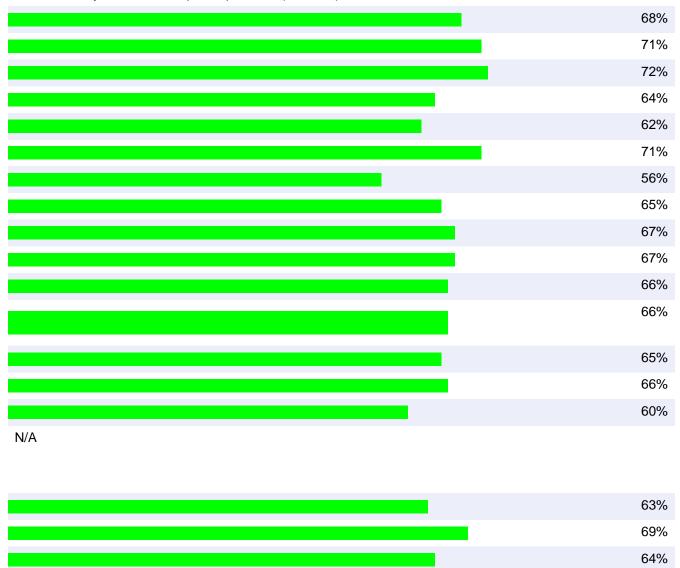
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



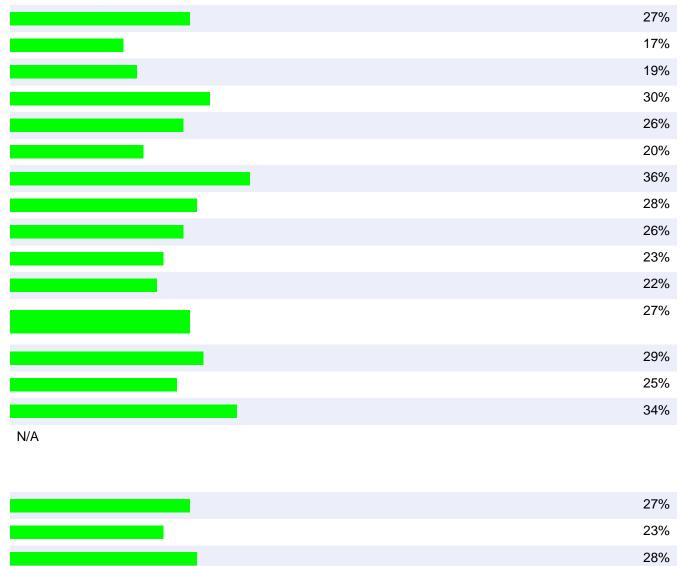
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



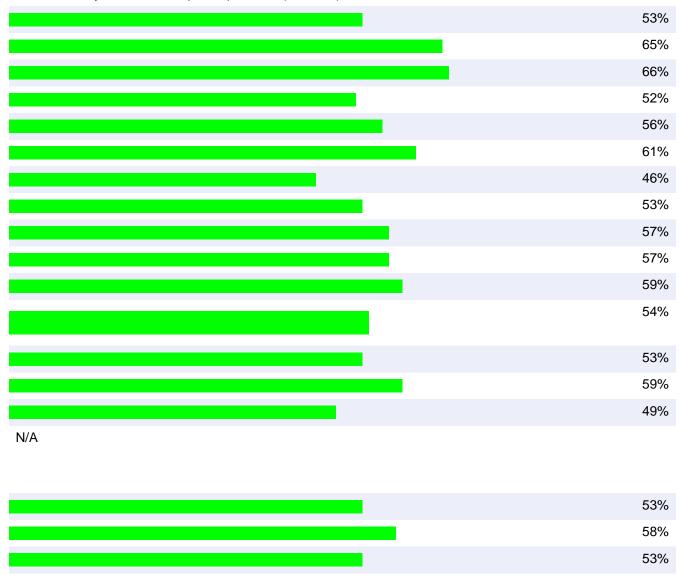
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| • | | , | | |
|-----|--|---|--|-----|
| | | | | 20% |
| | | | | 18% |
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| N/A | | | | |
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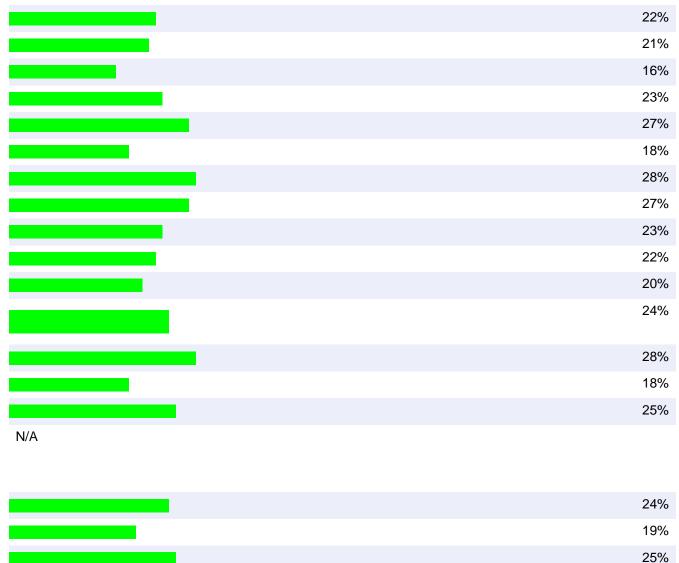
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| • | | , | , | | |
|-----|--|---|---|----|----|
| | | | | 7 | 7% |
| | | | | 4 | 4% |
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| | | | | 7 | 7% |
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| | | | | 8 | 8% |
| | | | | (| 6% |
| | | | | 13 | 3% |
| | | | | 10 | 0% |
| | | | | 8 | 8% |
| | | | | 14 | 4% |
| N/A | | | | | |
| | | | | | |
| | | | | 14 | 4% |
| | | | | ţ | 5% |
| | | | | 1: | 1% |
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



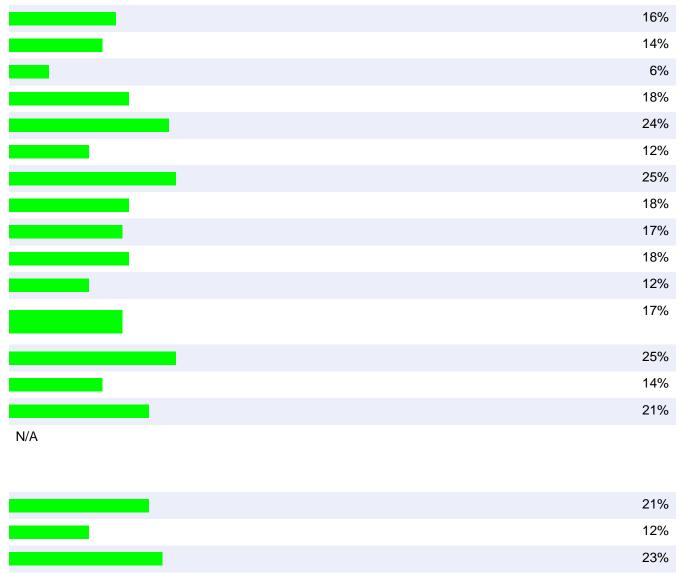
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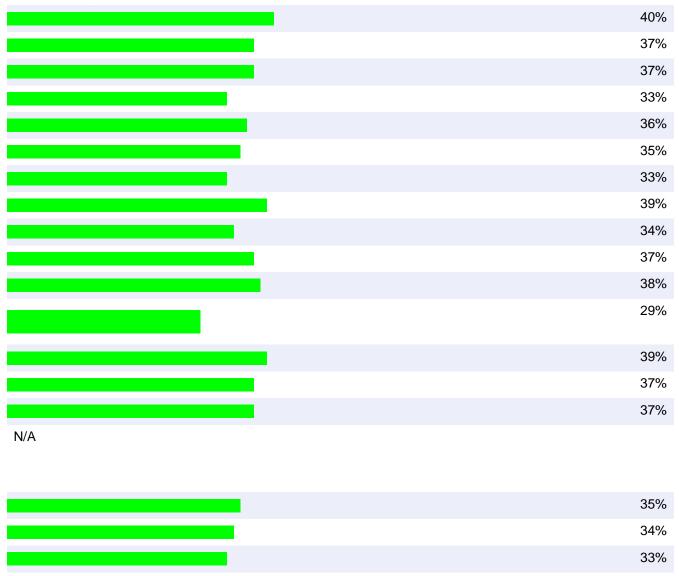
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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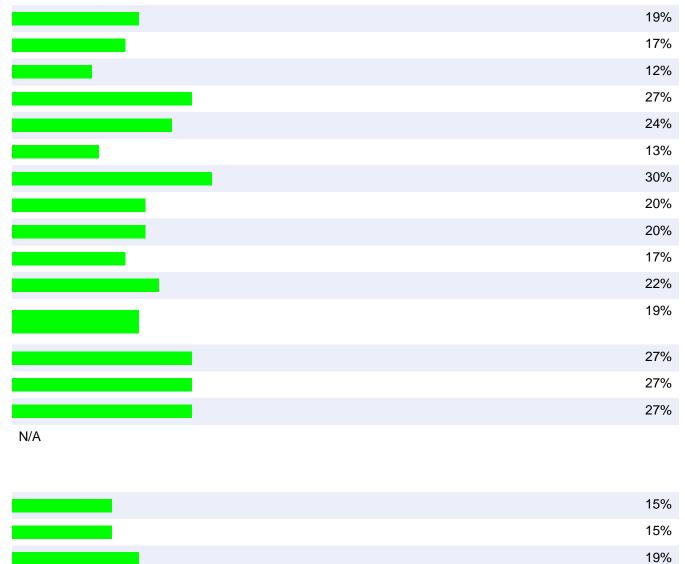




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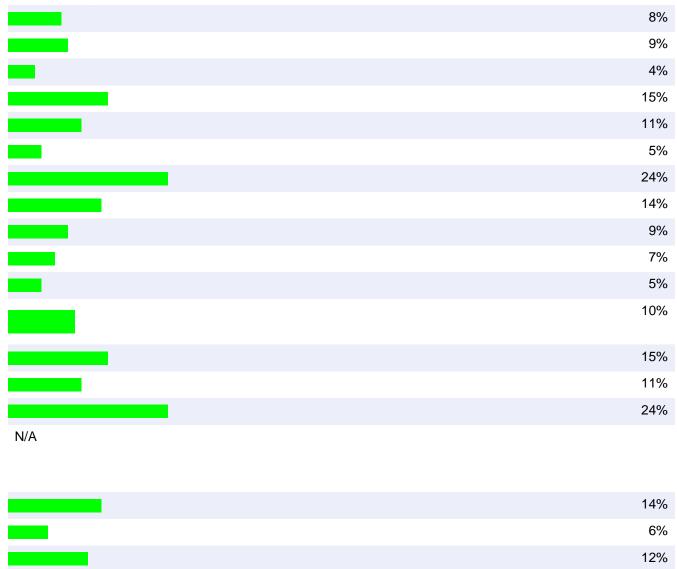
81%

Based on Survey of Patients' Hospital Experiences (HCAHPS)



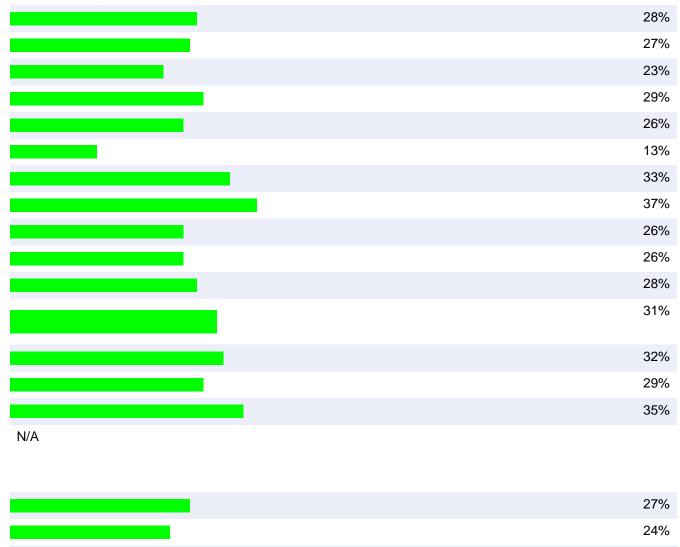
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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31%

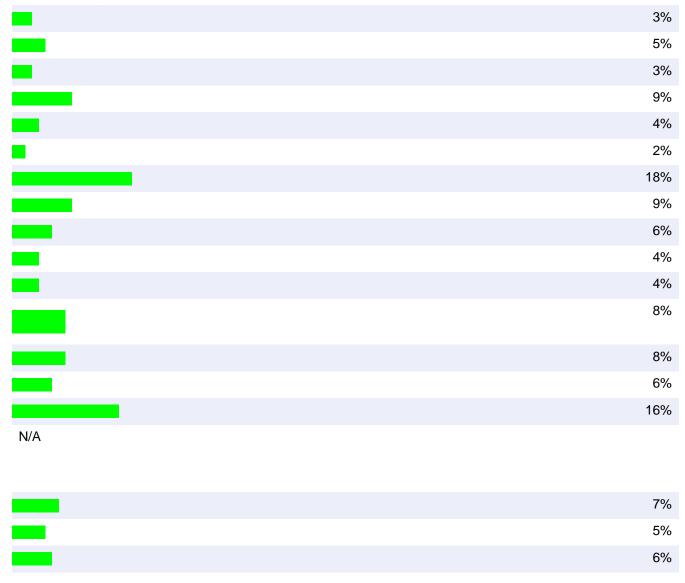




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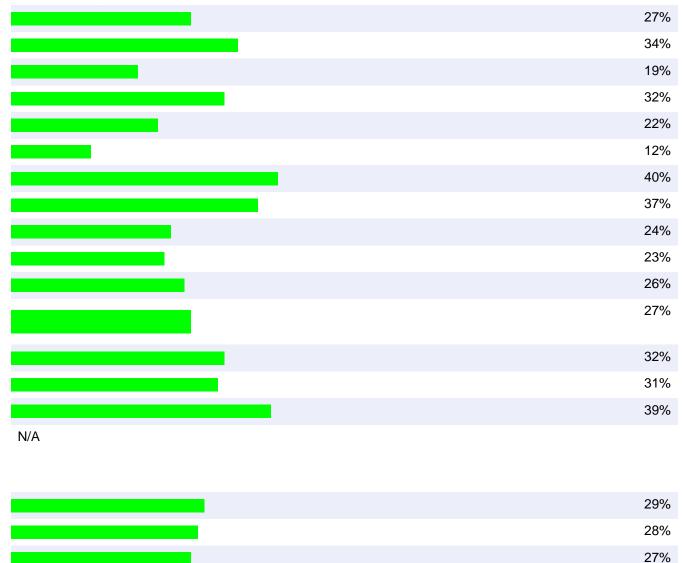
57%

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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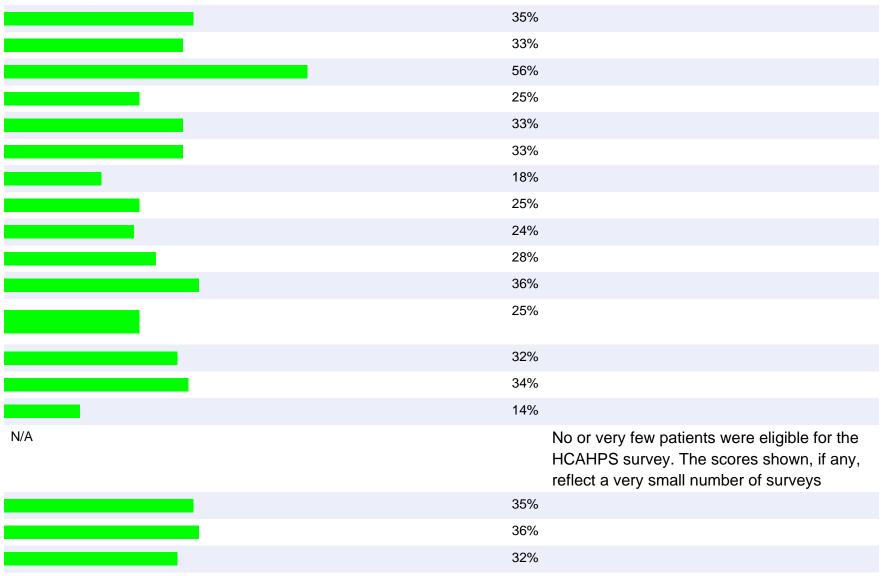
67%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 300 or more |
|---------------------|
| 300 or more |
| N/A |
| 300 or more |
| Between 100 and 299 |
| 300 or more |
| |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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| Based on Survey of Patients' Hospital Experiences (HCAHPS) |
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| TROY | NY | RENSSELAER |
|---------------------|----|-------------|
| TROY | NY | RENSSELAER |
| SCHENECTADY | NY | SCHENECTADY |
| ALBANY | NY | ALBANY |
| MALONE | NY | FRANKLIN |
| ALBANY | NY | ALBANY |
| PLATTSBURGH | NY | CLINTON |
| TICONDEROGA | NY | ESSEX |
| SARATOGA SPRINGS | NY | SARATOGA |
| GLOVERSVILLE | NY | FULTON |
| HUDSON | NY | COLUMBIA |
| AMSTERDAM | NY | MONTGOMERY |
| ELIZABETHTOWN | NY | ESSEX |
| SARANAC LAKE | NY | FRANKLIN |
| GLENS FALLS | NY | WARREN |
| ROCHESTER | NY | MONROE |
| DANSVILLE | NY | LIVINGSTON |
| BATAVIA | NY | GENESEE |

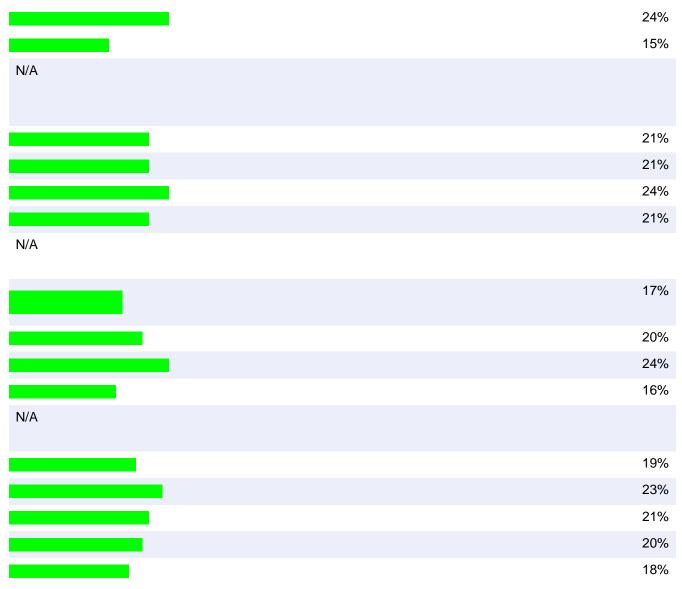
Page 100 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 7% |
|-----|----|
| | 5% |
| N/A | |
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| | 5% |
| | 6% |
| | 7% |
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| N/A | |
| N/A | 4% |
| | 5% |
| | 7% |
| | 4% |
| | |
| | 4% |
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| | 4% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



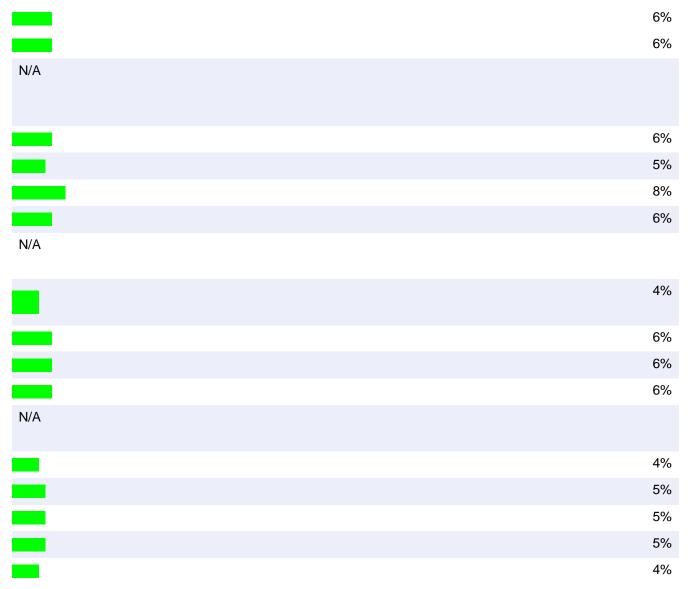
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 21% |
|-----|-------|
| | 14% |
| N/A | |
| | |
| | 18% |
| | 15% |
| | 20% |
| | 17% |
| N/A | |
| | 4.007 |
| | 16% |
| | 17% |
| | 18% |
| | 16% |
| N/A | |
| | 14% |
| | 16% |
| | 20% |
| | 17% |
| | 19% |

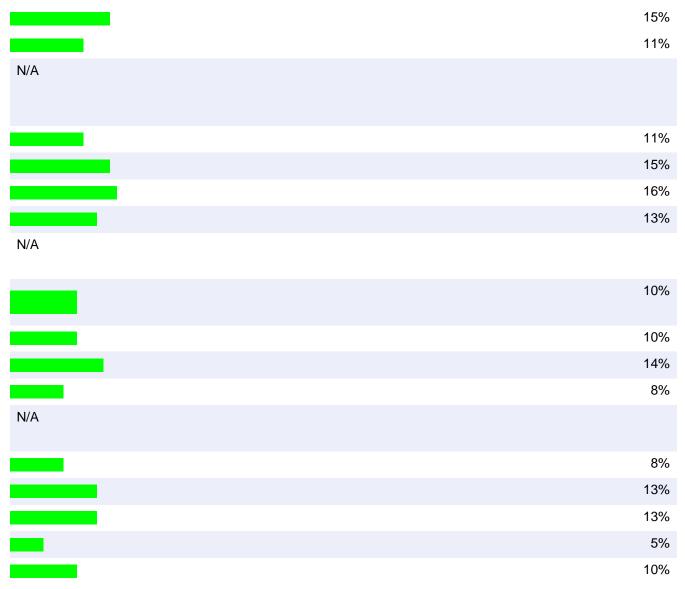
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



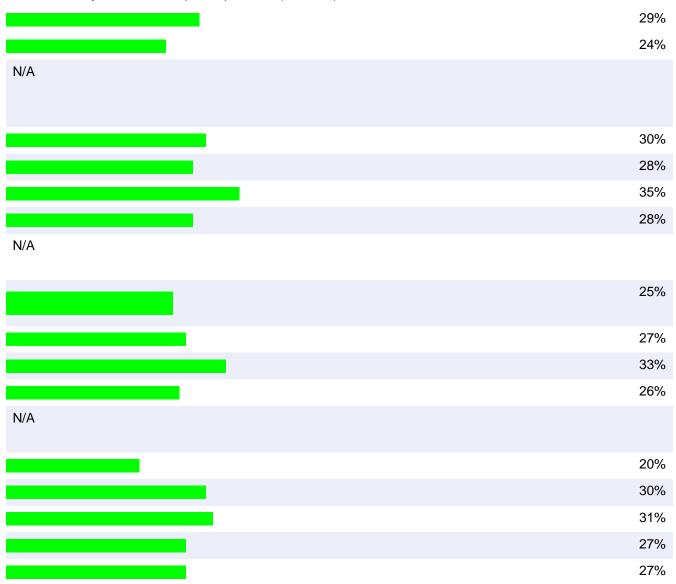
Page 106 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



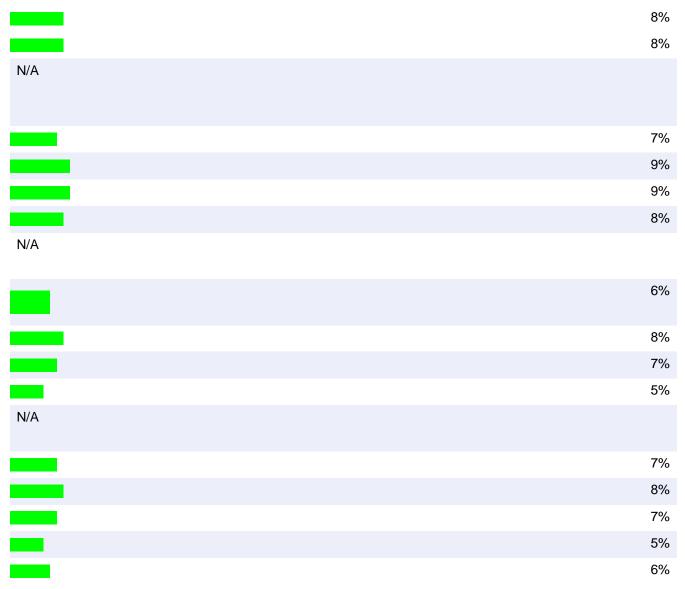
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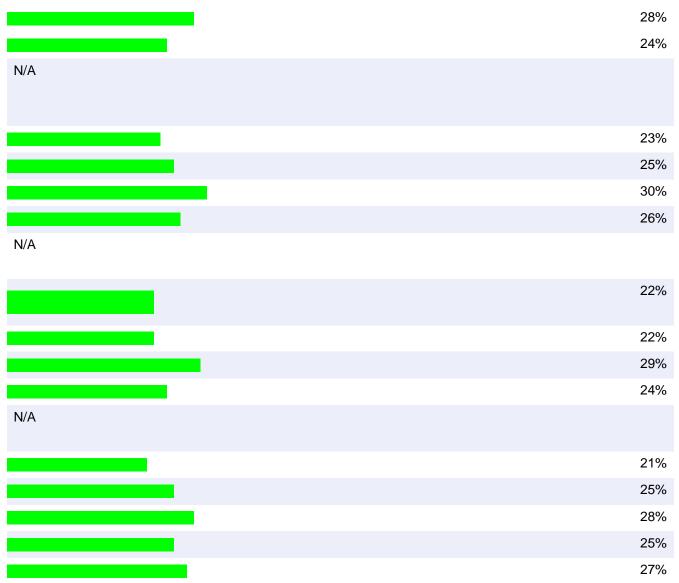
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



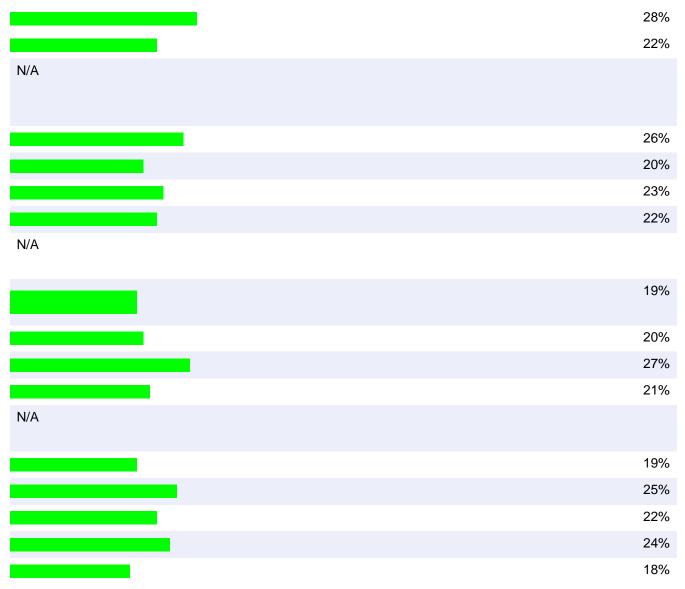
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 19% |
|-----|-----|
| | 19% |
| N/A | |
| | |
| | 20% |
| | 23% |
| | 20% |
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| | 18% |
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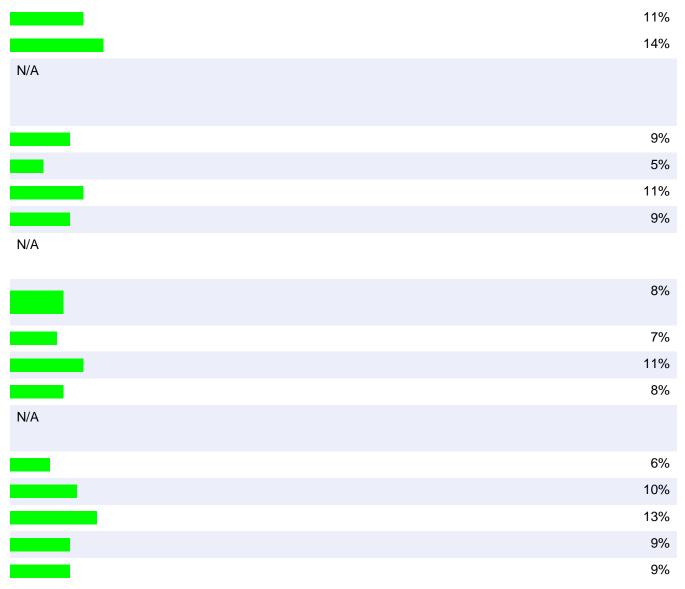
Page 114 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



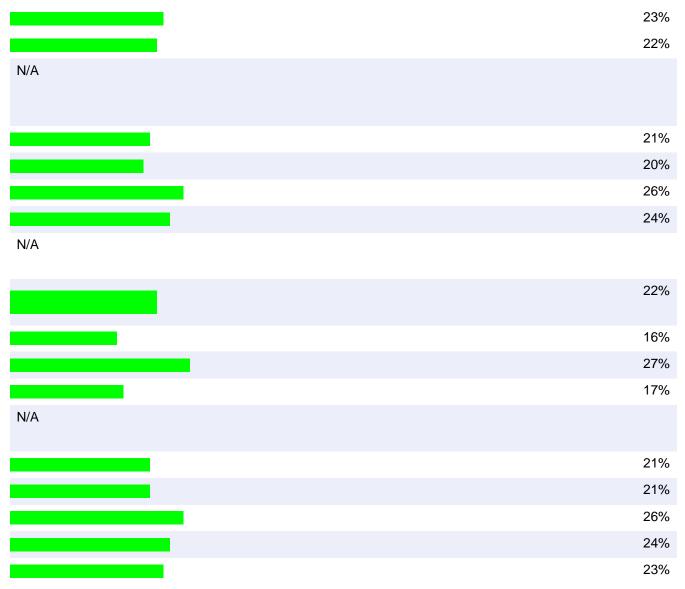
Page 115 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



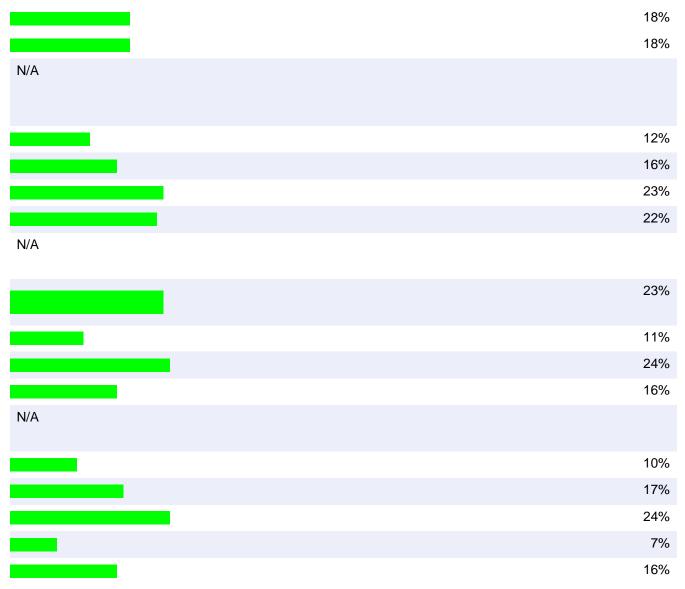
Page 117 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



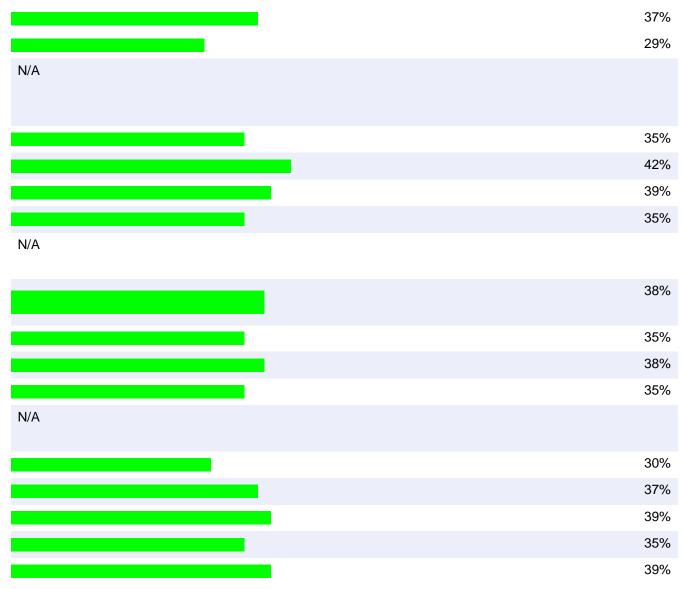
Page 118 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



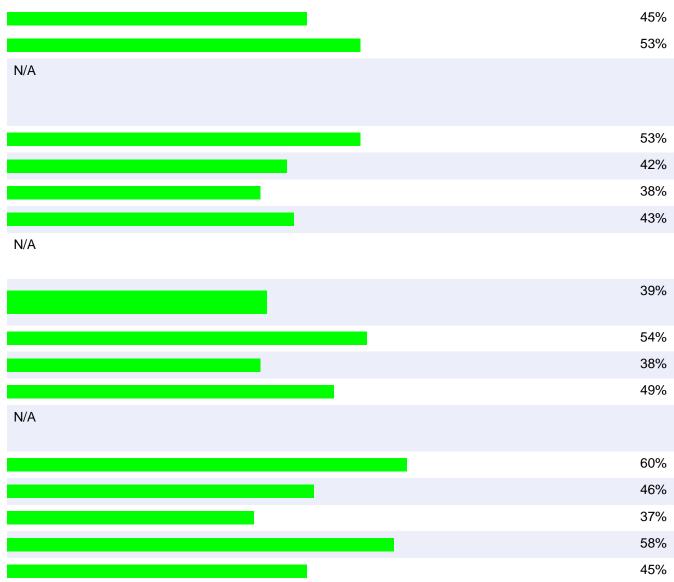
Page 119 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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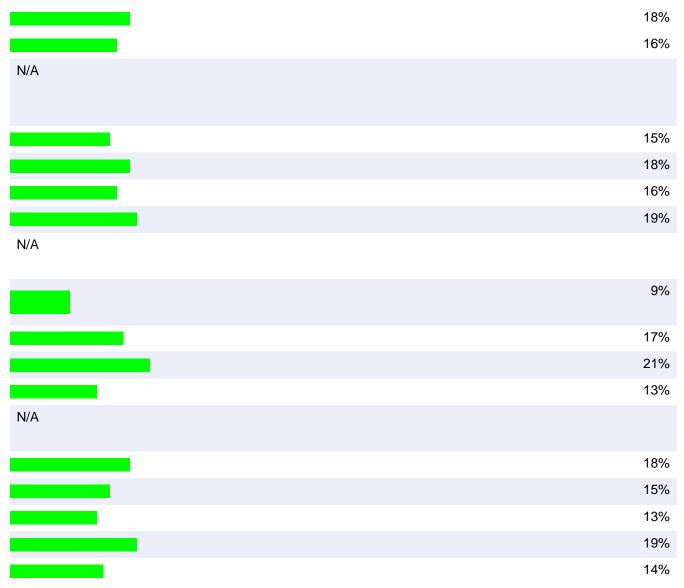
Page 121 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



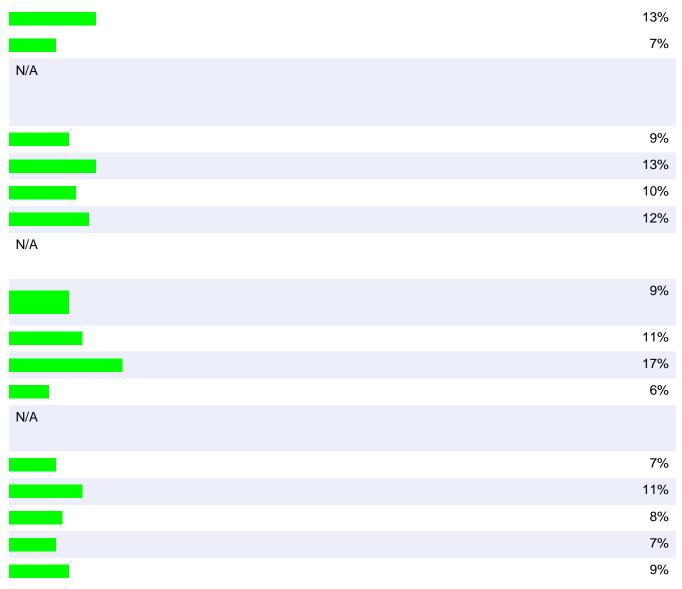
Page 122 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



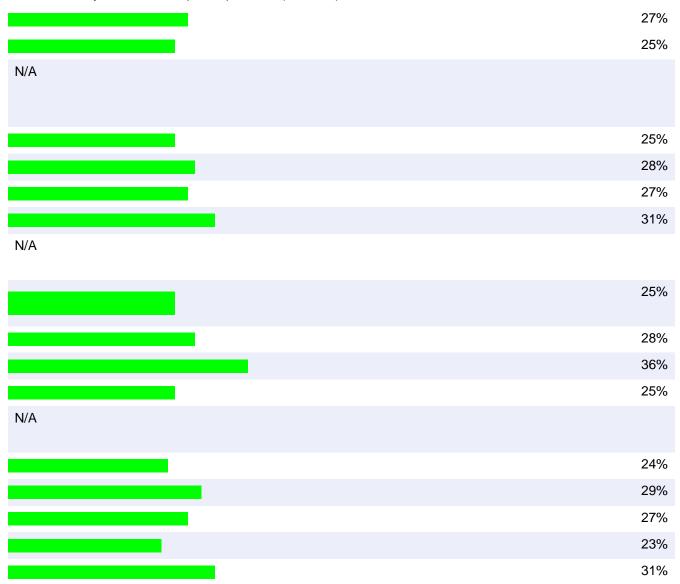
Page 123 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



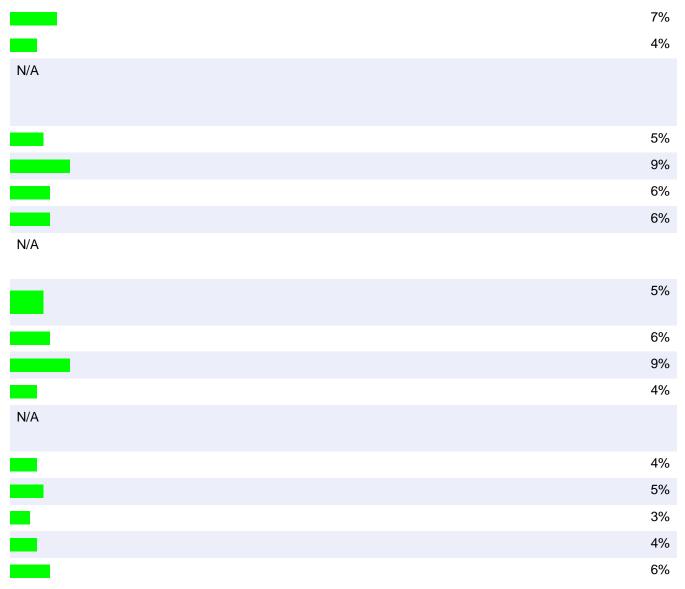
Page 125 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



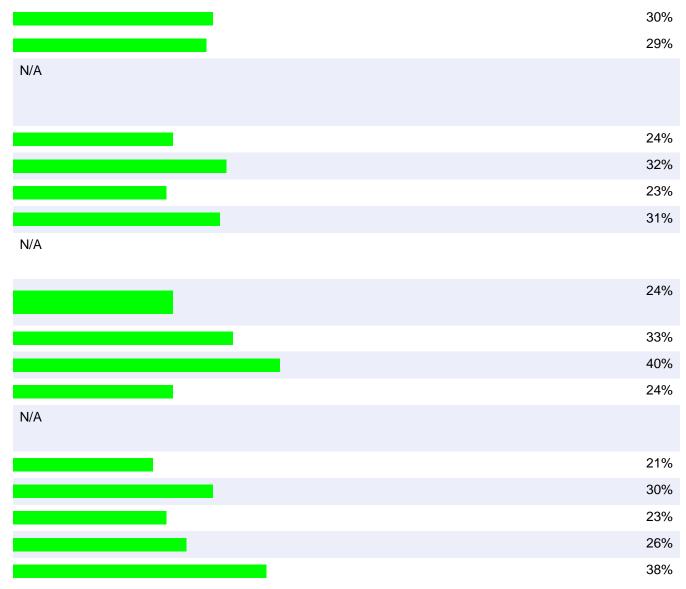
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Bacod on Carvey of Fationic Floopital Exponences (Florain C) |
|--|
| 300 or more |
| 300 or more |
| N/A |
| 300 or more |
| N/A |
| 300 or more |
| N/A |
| 300 or more |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| based on Survey of Patients Trospital Experiences (TICALIPS) | | |
|--|---------------------------------------|---|
| | 28% | |
| | 37% | |
| N/A | | ents were eligible for the he scores shown, if any, number of surveys |
| | 88% | |
| | 25% | |
| | 3% | |
| | 34% | |
| N/A | Survey results are n reporting period | not available for this |
| | 99% | |
| | 32% | |
| | 29% | |
| | 33% | |
| N/A | Survey results are n reporting period | not available for this |
| | 37% | |
| | 86% | |
| | 1% | |
| | 88% | |
| | 15% | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| • | 1 1 | |
|---------------|-----|----------|
| CANANDAIGUA | NY | ONTARIO |
| ROCHESTER | NY | MONROE |
| WELLSVILLE | NY | ALLEGANY |
| BROCKPORT | NY | MONROE |
| ROCHESTER | NY | MONROE |
| ROCHESTER | NY | MONROE |
| | | |
| WARSAW | NY | WYOMING |
| MEDINA | NY | ORLEANS |
| ROCHESTER | NY | MONROE |
| ITHACA | NY | TOMPKINS |
| HORNELL | NY | STEUBEN |
| NORWICH | NY | CHENANGO |
| ONEONTA | NY | OTSEGO |
| MONTOUR FALLS | NY | SCHUYLER |
| COOPERSTOWN | NY | OTSEGO |
| ELMIRA | NY | CHEMUNG |
| ELMIRA | NY | CHEMUNG |
| DELHI | NY | DELAWARE |
| CORTLAND | NY | CORTLAND |

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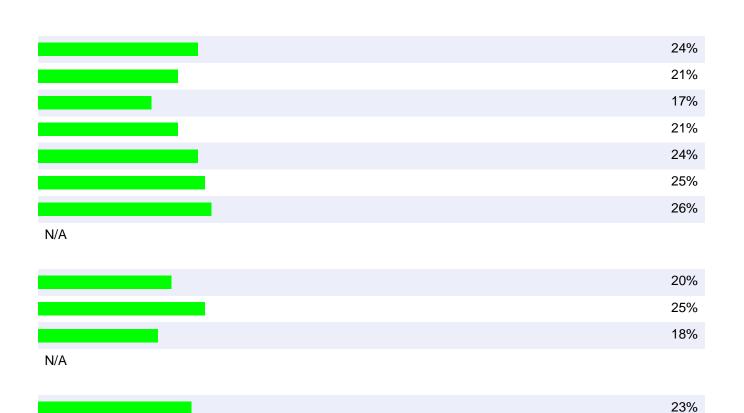
Based on Survey of Patients' Hospital Experiences (HCAHPS)

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| | | | | | | 5 | % |
| N/A | | | | | | | |
| | | | | | | | |
| | | | | | | 6 | % |
| | | | | | | 7' | % |
| | | | | | | 3 | % |
| N/A | | | | | | | |
| | | | | | | | |
| | | | | | | 6 | % |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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| | | | | | | 19% |
| | | | | | | 20% |
| | | l | | | | 22% |
| | | | | | | 21% |
| | | | | | | 19% |
| ī | I/A | | | | | |



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N/A



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79%

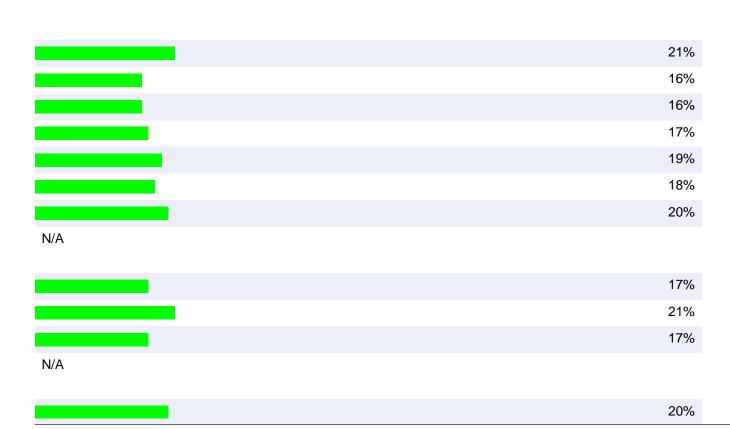
Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 4% |
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| | 5% |
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| | 5% |
| | 5% |
| N/A | 4% |
| N/A | |
| | 8% |
| | 0% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 16% |
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| | 17% |
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N/A

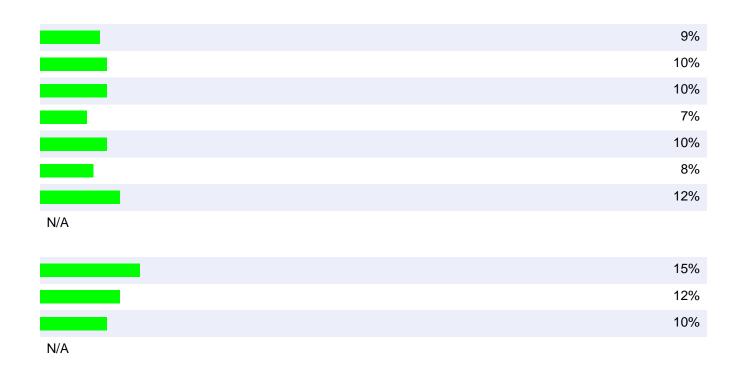


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79%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 8% |
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| | 14% |
| | 10% |
| | 14% |
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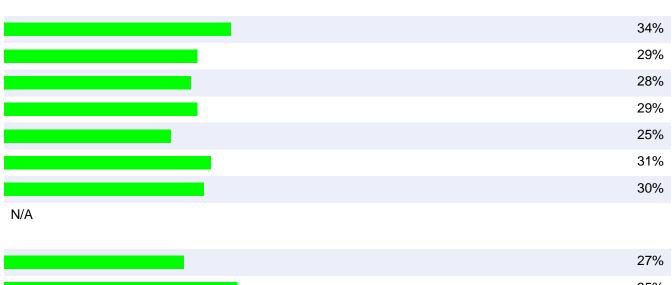


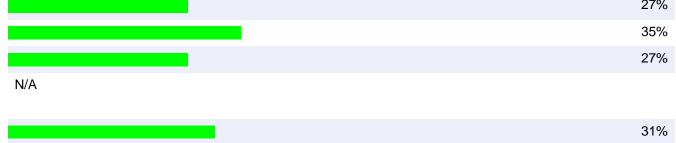
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15%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | • | • | * | , | | | |
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| | | | | | | | 24% |
| | | | | | | | 31% |
| | | | | | | | 28% |
| | | | | | | | 32% |
| | | | | | | | 30% |
| N/A | | | | | | | |





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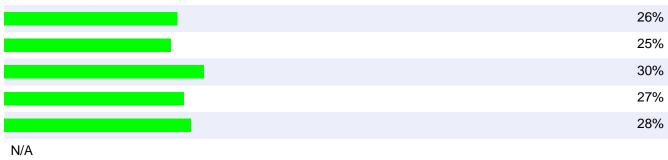
Based on Survey of Patients' Hospital Experiences (HCAHPS)

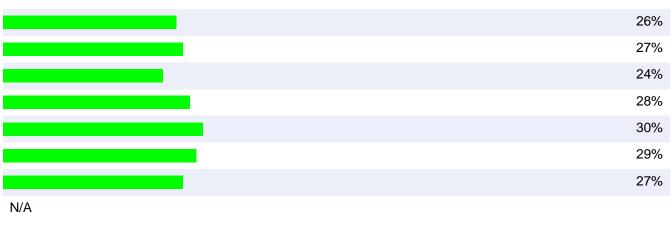
| | 6% |
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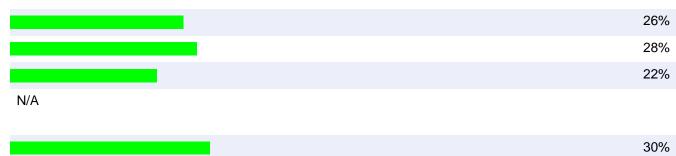
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9%

Based on Survey of Patients' Hospital Experiences (HCAHPS)







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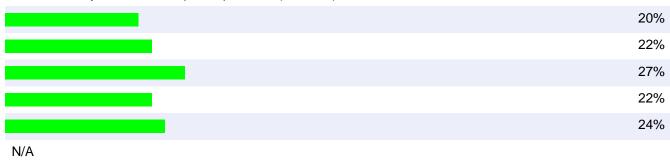
N/A

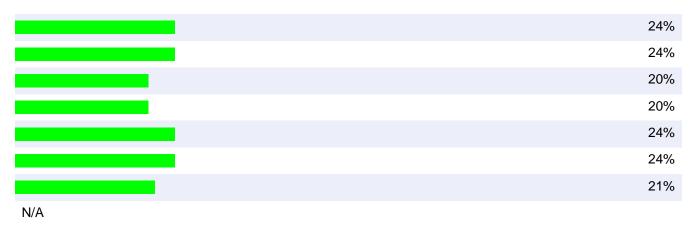


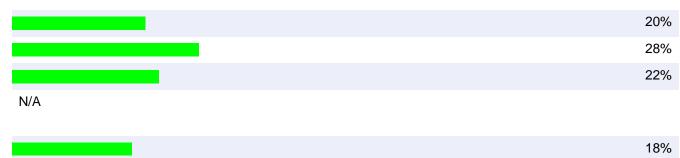
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71%

Based on Survey of Patients' Hospital Experiences (HCAHPS)



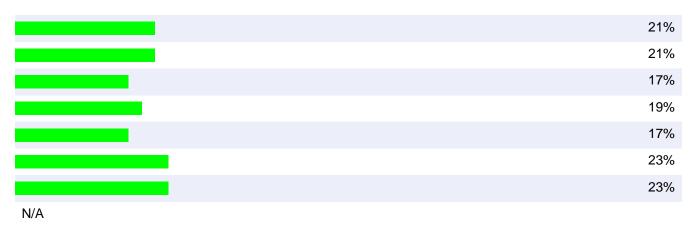


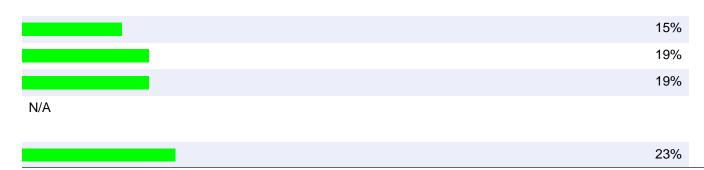


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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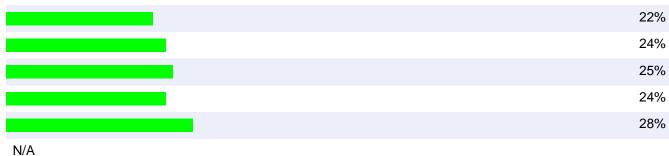
Based on Survey of Patients' Hospital Experiences (HCAHPS)

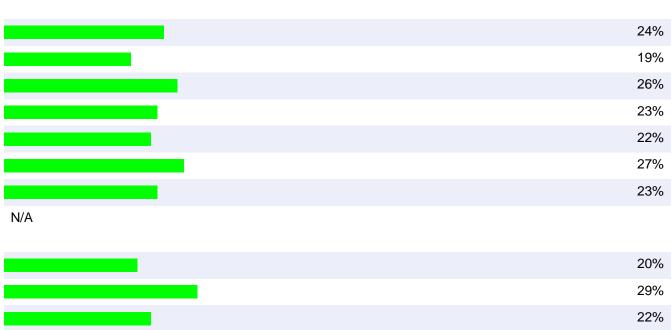
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| | 13% |
|-----|-----|
| | 9% |
| | 9% |
| N/A | |
| | 8% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)







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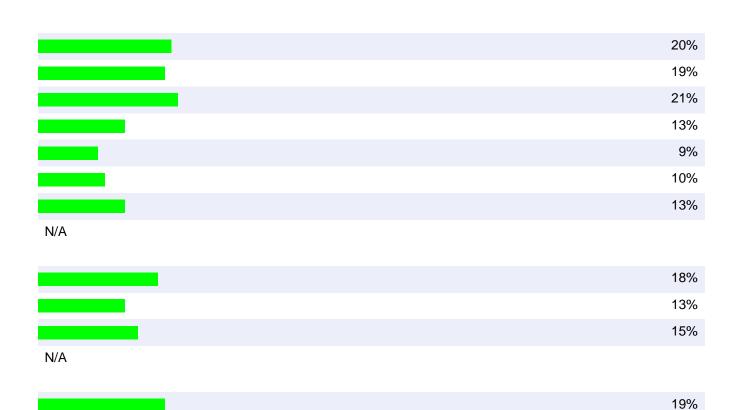




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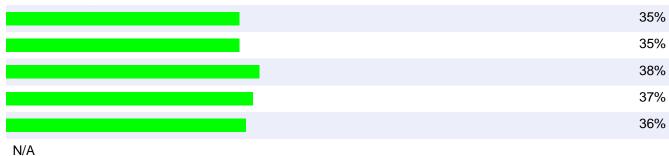
Based on Survey of Patients' Hospital Experiences (HCAHPS)

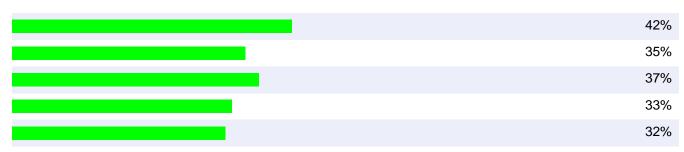
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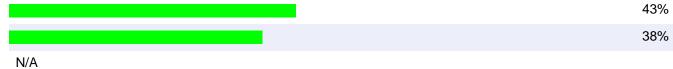


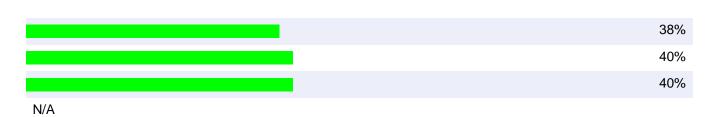
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| Based on Surve | y of Patients | ' Hospital Experience | s (HCAHPS) |
|----------------|---------------|-----------------------|------------|
| | | | |





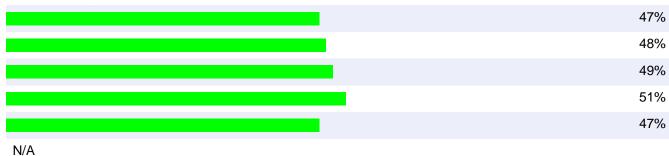




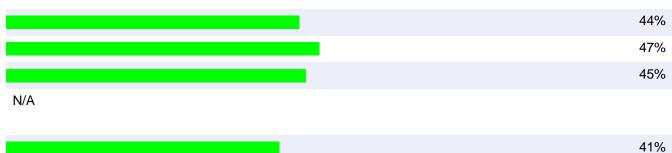
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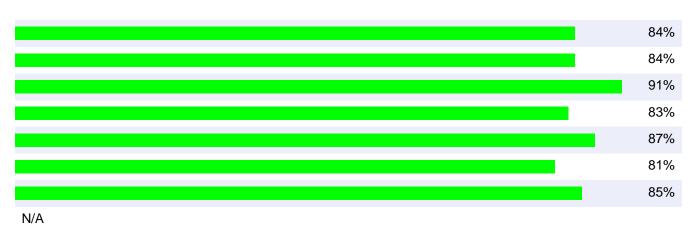




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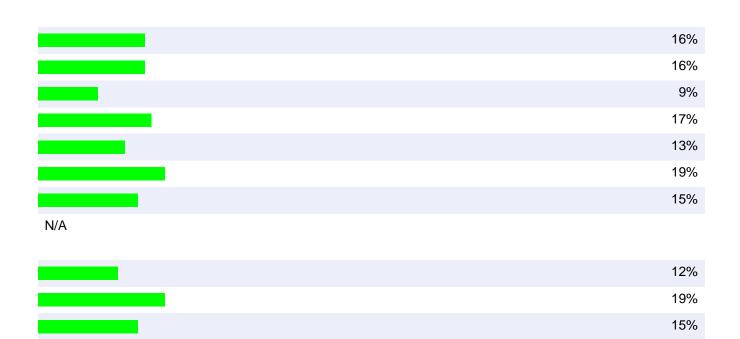


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N/A

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 13% |
|-----|-----|
| | 14% |
| | 22% |
| | 11% |
| | 12% |
| N/A | |

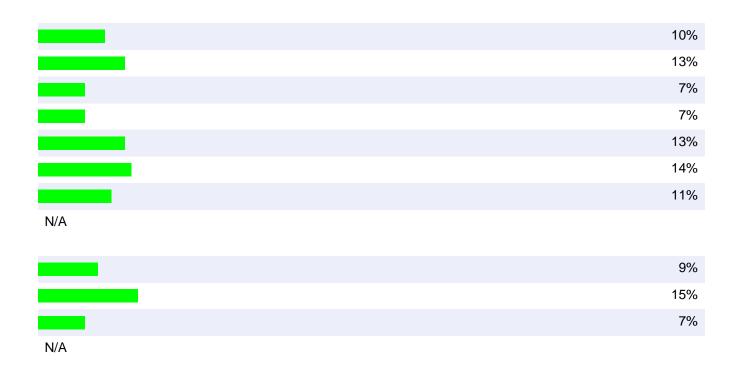


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17%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

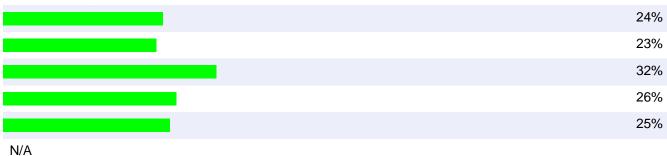
| | 7% |
|-----|-----|
| | 8% |
| | 13% |
| | 9% |
| | 10% |
| N/A | |

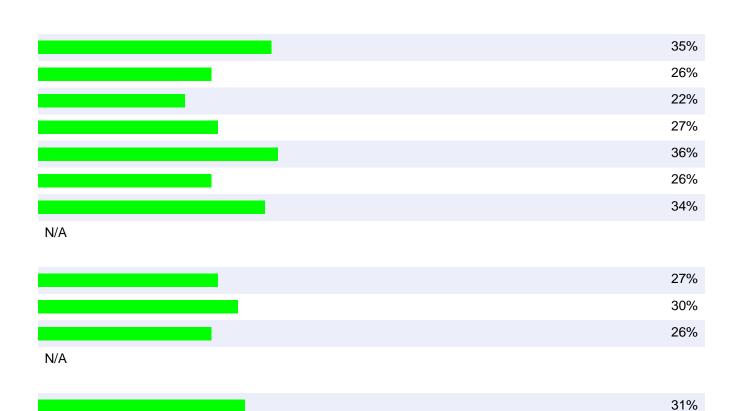


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17%

Based on Survey of Patients' Hospital Experiences (HCAHPS)



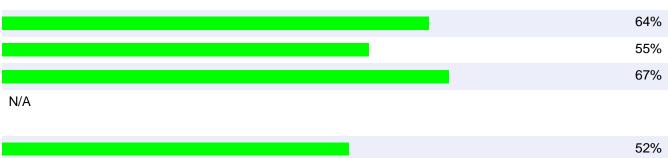


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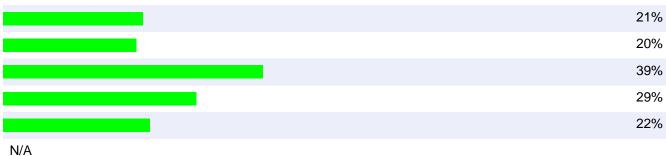
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 3% |
|-----|--------------|
| | 4% |
| | 5% |
| | 3% |
| | 6% |
| N/A | |
| | |
| | - 0.4 |
| | 5% |
| | 8% |
| | 3% |
| | 4% |
| | 5% |
| | 8% |
| | 5% |
| N/A | |
| | |
| | 5% |
| | 9% |
| | 2% |
| N/A | |
| | |
| | 8% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 300 or more |
|-------------|
| 300 or more |
| N/A |
| 300 or more |
| N/A |
| 300 or more |
| 300 or more |
| 300 or more |
| N/A |
| 300 or more |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Based on Survey of Patients Hospital Experiences (HCAHPS) | | |
|---|-----|---|
| | 41% | |
| | 40% | |
| | 31% | |
| | 41% | |
| | 39% | |
| N/A | | No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys |
| N/A | | |
| | 50% | |
| | 41% | |
| | 36% | |
| | 35% | |
| | 34% | |
| | 35% | |
| N/A | | Survey results are not available for this reporting period |
| | 44% | |
| | 38% | |
| | 40% | |
| N/A | | Survey results are not available for this reporting period |
| | 30% | |

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| Based on Survey of Patients' Hospital Experiences (HCAHPS) |
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| JOHNSON CITY | NY | BROOME |
|-------------------|----|------------|
| BATH | NY | STEUBEN |
| BINGHAMTON | NY | BROOME |
| WALTON | NY | DELAWARE |
| CORNING | NY | STEUBEN |
| HUNTINGTON | NY | SUFFOLK |
| WEST ISLIP | NY | SUFFOLK |
| STONY BROOK | NY | SUFFOLK |
| PORT JEFFERSON | NY | SUFFOLK |
| PORT JEFFERSON | NY | SUFFOLK |
| GREENPORT | NY | SUFFOLK |
| RIVERHEAD | NY | SUFFOLK |
| PATCHOGUE | NY | SUFFOLK |
| SMITHTOWN | NY | SUFFOLK |
| BAY SHORE | NY | SUFFOLK |
| NIAGARA FALLS | NY | NIAGARA |
| LEWISTON | NY | NIAGARA |
| WESTFIELD | NY | CHAUTAUQUA |
| DUNKIRK | NY | CHAUTAUQUA |

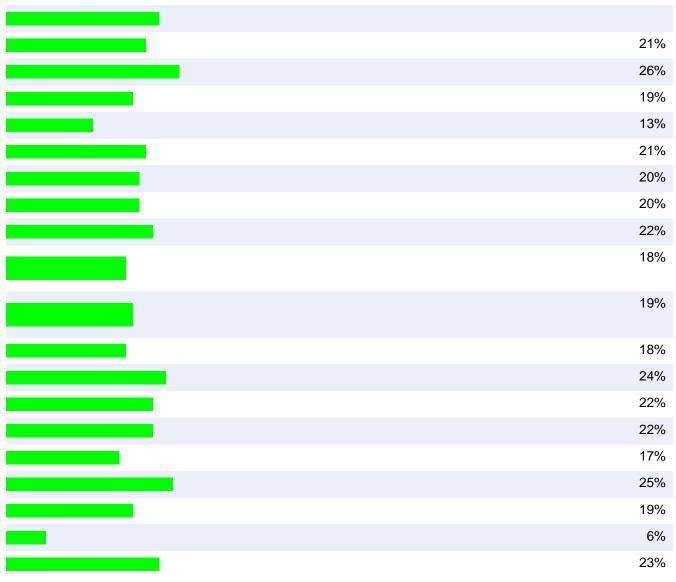
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | , | • | • | • | , | |
|---|---|---|---|---|---|-----|
| | | | | | | |
| | | | | | | 4% |
| | | | | | | 6% |
| | | | | | | 6% |
| | | | | | | 2% |
| | | | | | | 5% |
| | | | | | | 5% |
| | | | | | | 7% |
| | | | | | | 5% |
| | | | | | | 4% |
| | | | | | | 6% |
| | | | | | | 2% |
| | | | | | | 7% |
| | | | | | | 11% |
| | | | | | | 7% |
| | | | | | | 6% |
| | | | | | | 7% |
| | | | | | | 4% |
| ı | | | | | | 1% |
| | | | | | | 8% |

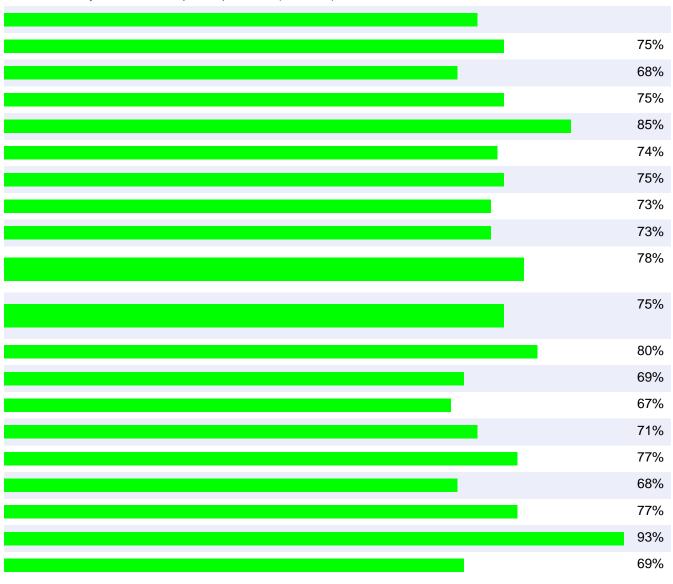
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 7% |
|----|
| 7% |
| 7% |
| 3% |
| 8% |
| 4% |
| 5% |
| 6% |
| 4% |
| 3% |
| 2% |
| 5% |
| 8% |
| 3% |
| 6% |
| 7% |
| 5% |
| 2% |
| 5% |

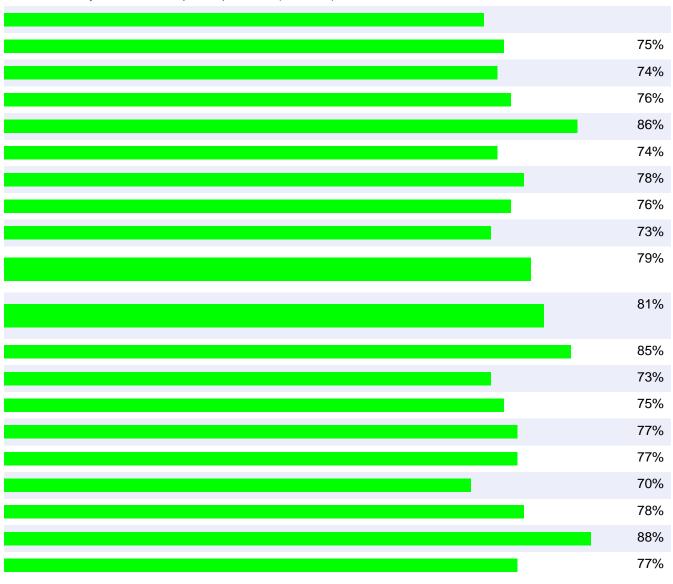
Page 170 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | ` | , | | |
|---|---|---|--|-----|
| | | | | |
| | | | | 18% |
| | | | | 19% |
| | | | | 17% |
| | | | | 11% |
| | | | | 18% |
| | | | | 18% |
| | | | | 19% |
| | | | | 21% |
| | | | | 17% |
| | | | | 16% |
| | | | | |
| | | | | 13% |
| | | | | 22% |
| | | | | 17% |
| | | | | 20% |
| | | | | 17% |
| I | | | | 23% |
| | | | | 17% |
| | | | | 10% |
| | | | | 18% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 8% |
|-----|
| 11% |
| 8% |
| 5% |
| 11% |
| 15% |
| 14% |
| 16% |
| 8% |
| 11% |
| 8% |
| 20% |
| 19% |
| 16% |
| 16% |
| 13% |
| 9% |
| 1% |
| 18% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 6% |
|-----|
| 8% |
| 6% |
| 2% |
| 8% |
| 6% |
| 7% |
| 9% |
| 7% |
| 6% |
| 3% |
| 10% |
| 13% |
| 7% |
| 9% |
| 8% |
| 5% |
| 1% |
| 11% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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|--|---|---|--|--|-----|
| | | | | | |
| | | | | | 20% |
| | | | | | 16% |
| | | | | | 21% |
| | | | | | 20% |
| | | | | | 20% |
| | | | | | 20% |
| | | | | | 18% |
| | | | | | 21% |
| | | | | | 19% |
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| | | | | | 15% |
| | | | | | 20% |
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| | | | | | 11% |
| | | | | | 18% |

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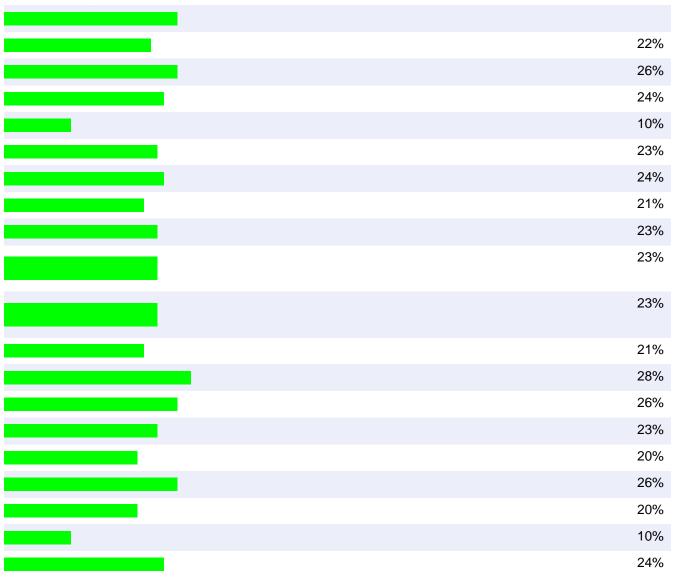
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | | ` | , | | |
|---|--|---|---|---|----|
| | | | | 1 | 1% |
| | | | | 1 | 0% |
| | | | | | 9% |
| • | | | | | 3% |
| | | | | 1 | 0% |
| | | | | | 8% |
| | | | | | 8% |
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| | | | | | 7% |
| | | | | | 7% |
| | | | | | 5% |
| | | | | 1 | 4% |
| | | | | 1 | 5% |
| | | | | | 9% |
| | | | | | 9% |
| | | | | | 3% |
| | | | | | 5% |
| | | | | | 3% |
| | | | | 1 | 0% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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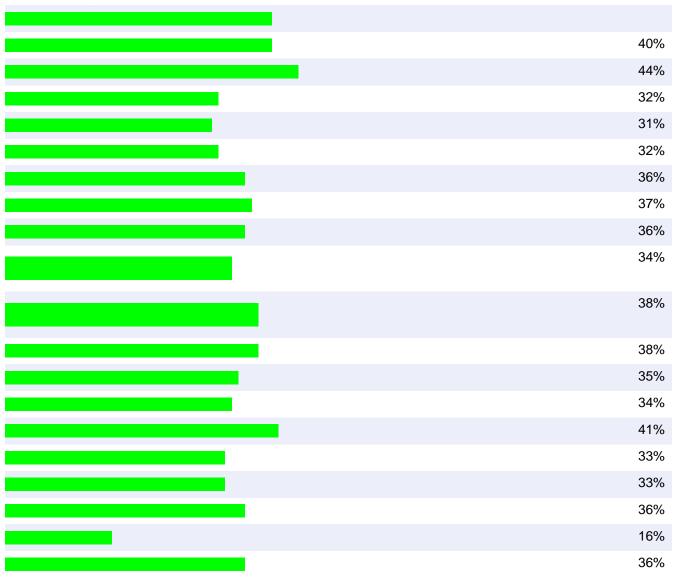
Page 184 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 21% |
|-----|
| 9% |
| 14% |
| 8% |
| 13% |
| 18% |
| 20% |
| 20% |
| 17% |
| |
| 12% |
| |
| 9% |
| 26% |
| 25% |
| 19% |
| 18% |
| 17% |
| 9% |
| 1% |
| 17% |
| |

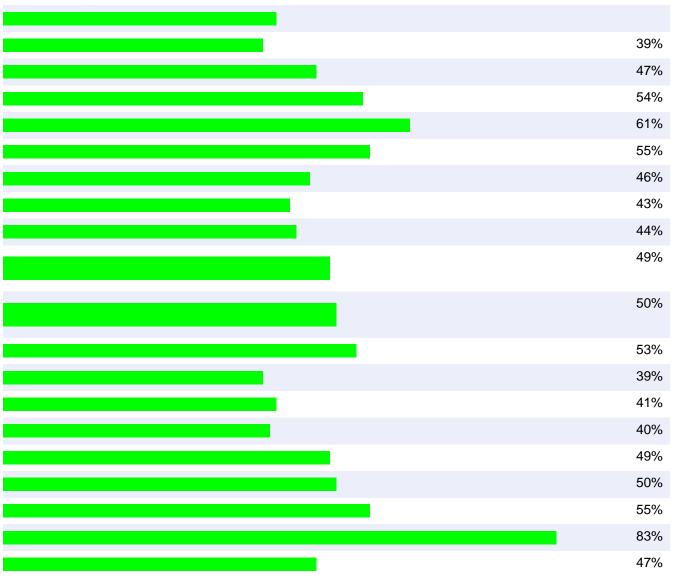
Page 185 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



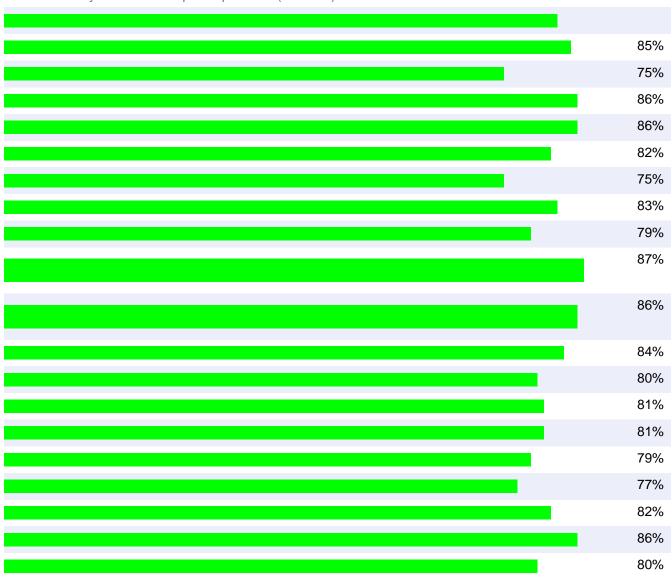
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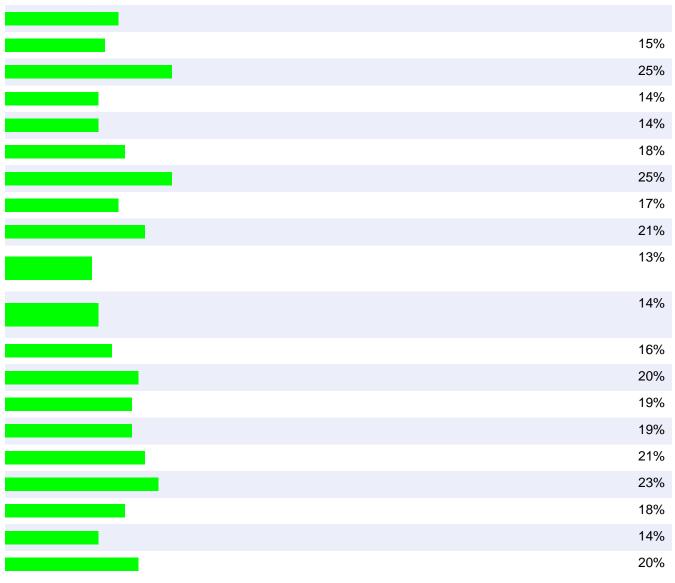
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 10% |
|-----|
| 18% |
| 8% |
| 6% |
| 12% |
| 9% |
| 9% |
| 9% |
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| 16% |
| 18% |
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| 7% |
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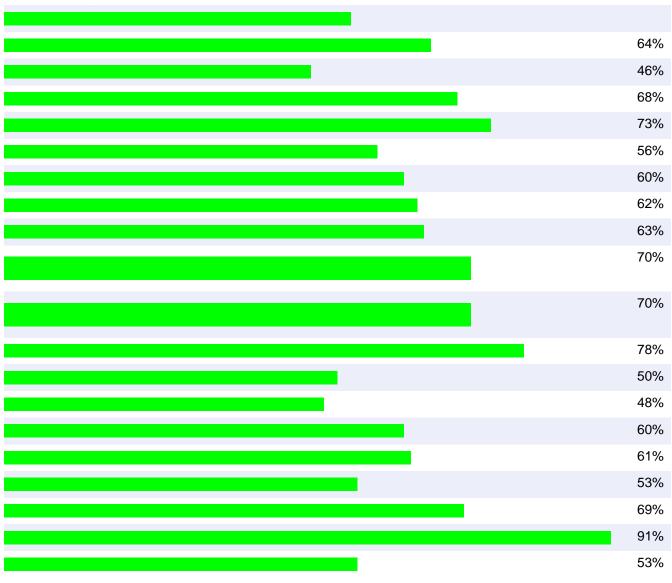
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 4% |
|-----|
| 12% |
| 4% |
| 4% |
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| 6% |
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| 4% |
| 3% |
| 4% |
| 1% |
| 8% |
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| 8% |
| 5% |
| 10% |
| 4% |
| 1% |
| 10% |

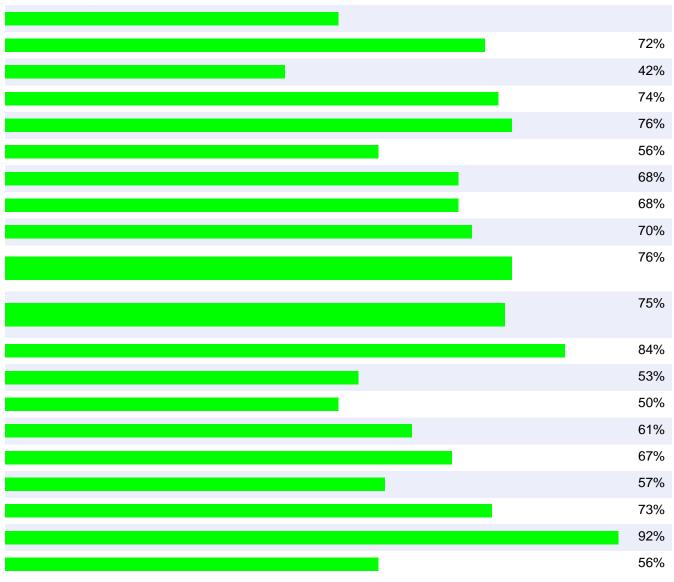
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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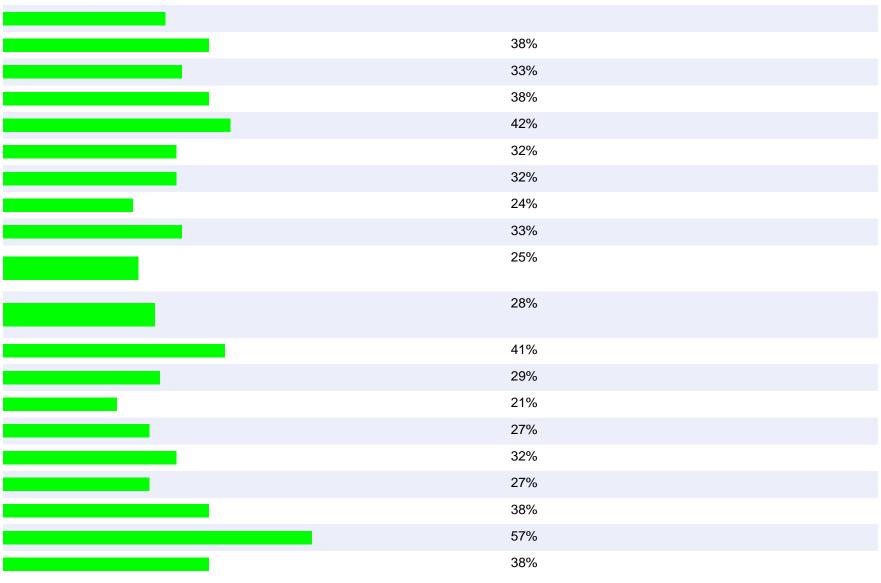
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 300 or more | |
|---------------------|--|
| Between 100 and 299 | |
| 300 or more | |
| Between 100 and 299 | |
| 300 or more | |
| Between 100 and 299 | |
| 300 or more | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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| Based on Survey of Patients' Hospital Experiences (HCAHPS) |
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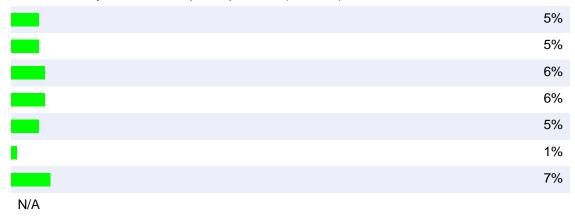
Page 198 of 330 05/31/2011

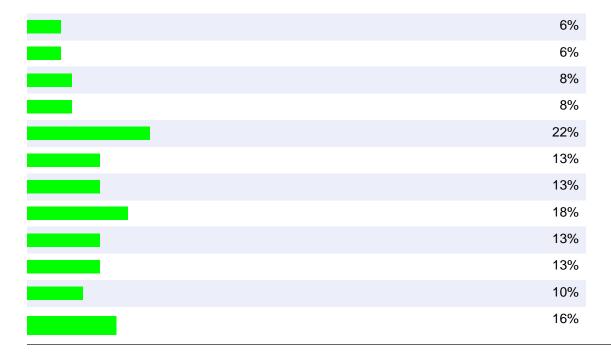
Based on Survey of Patients' Hospital Experiences (HCAHPS)

| • | 1 1 | , |
|---------------|-----|-------------|
| OLEAN | NY | CATTARAUGUS |
| KENMORE | NY | ERIE |
| JAMESTOWN | NY | CHAUTAUQUA |
| LOCKPORT | NY | NIAGARA |
| GOWANDA | NY | CATTARAUGUS |
| SPRINGVILLE | NY | ERIE |
| BUFFALO | NY | ERIE |
| BUFFALO | NY | ERIE |
| | | |
| BUFFALO | NY | ERIE |
| | | |
| BUFFALO | NY | ERIE |
| BUFFALO | NY | ERIE |
| STATEN ISLAND | NY | RICHMOND |
| BROOKLYN | NY | KINGS |
| BROOKLYN | NY | KINGS |
| BROOKLYN | NY | KINGS |
| JAMAICA | NY | QUEENS |
| BROOKLYN | NY | KINGS |
| BROOKLYN | NY | KINGS |
| ELMHURST | NY | QUEENS |
| BRONX | NY | BRONX |

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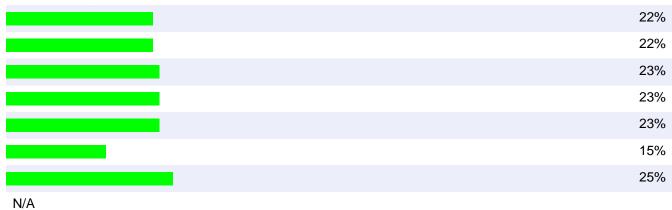
Based on Survey of Patients' Hospital Experiences (HCAHPS)

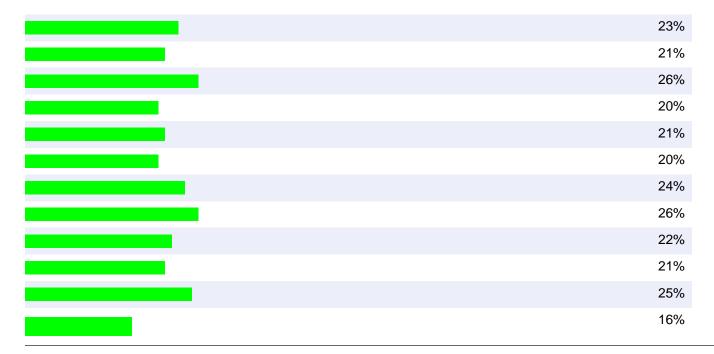




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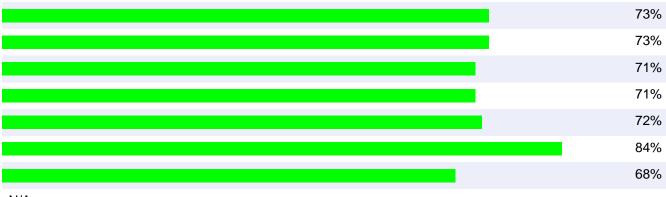
Based on Survey of Patients' Hospital Experiences (HCAHPS)





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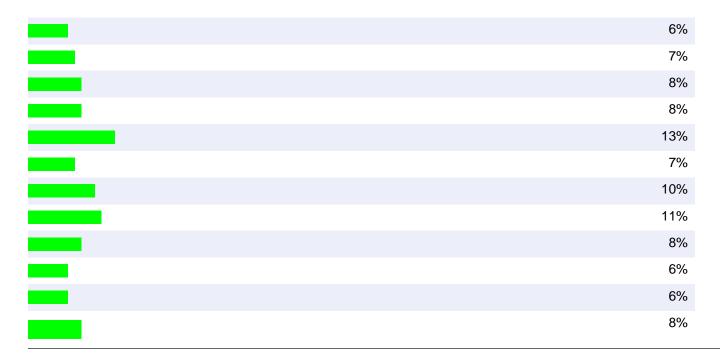
N/A



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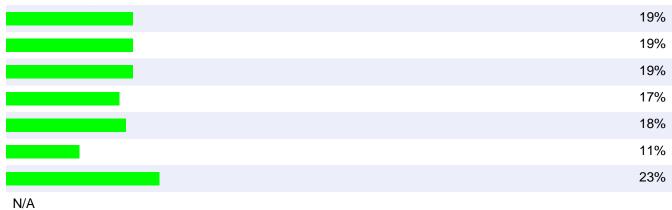
Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 6% |
|-----|----|
| | 6% |
| | 3% |
| | 5% |
| | 5% |
| | 2% |
| | 5% |
| N/A | |



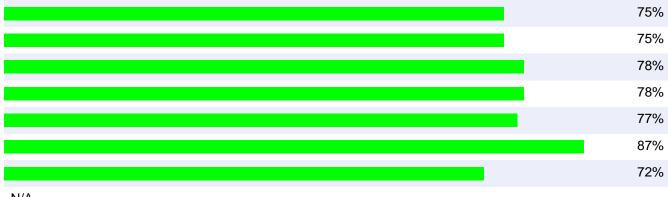
Page 203 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)

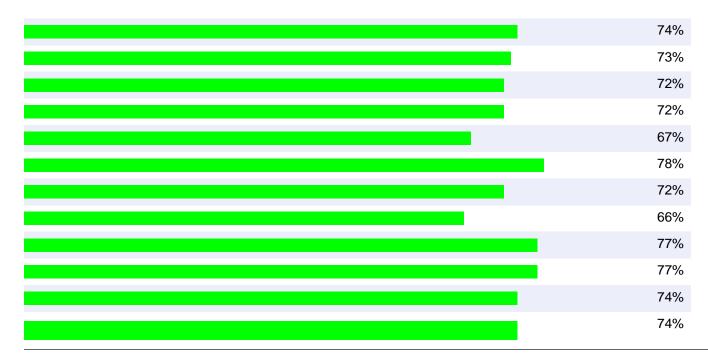


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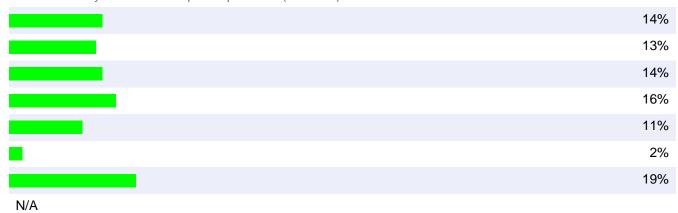


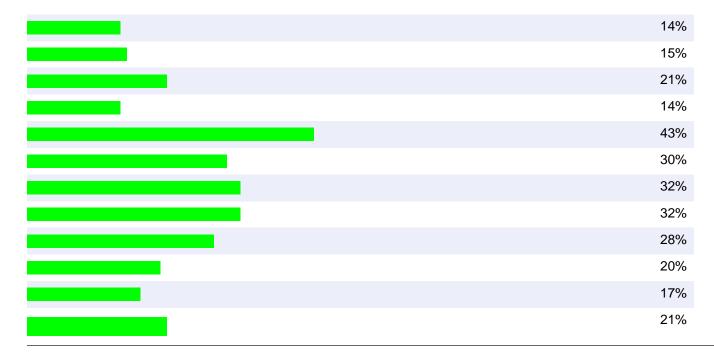
N/A



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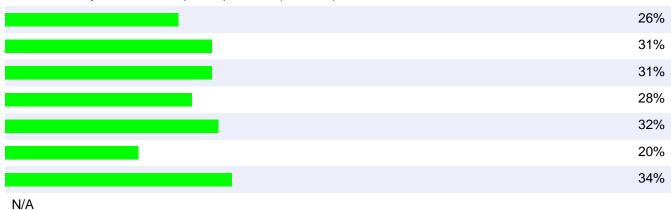
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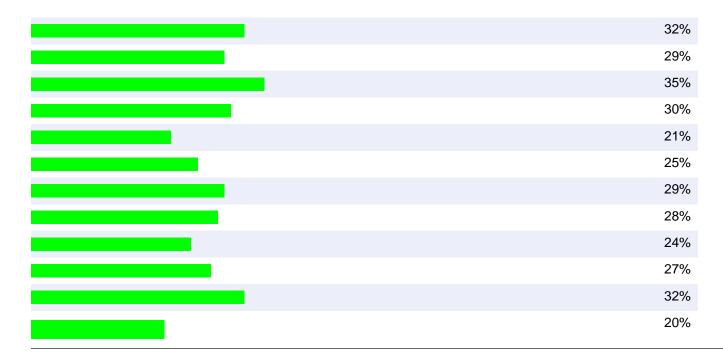




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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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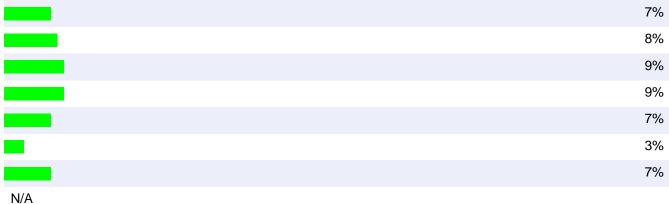
Based on Survey of Patients' Hospital Experiences (HCAHPS)

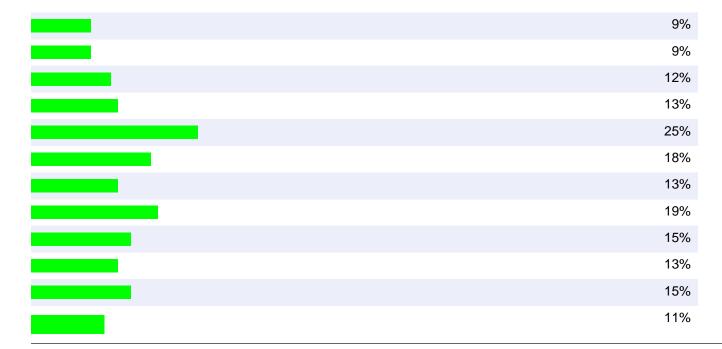




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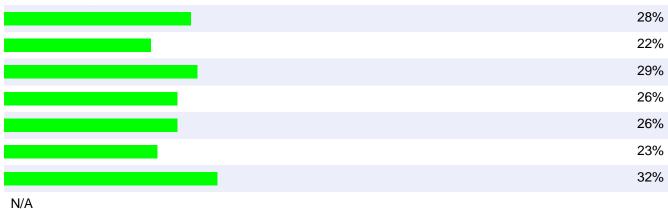
Based on Survey of Patients' Hospital Experiences (HCAHPS)

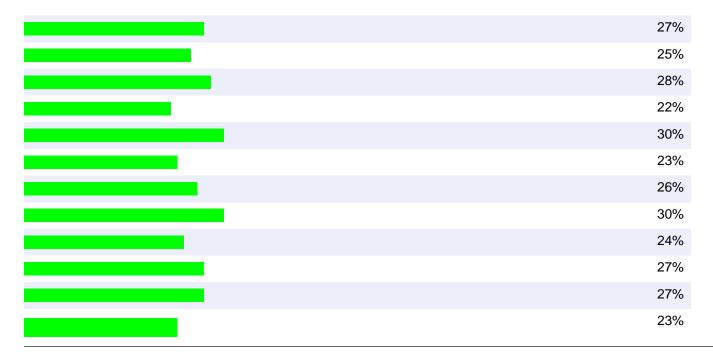




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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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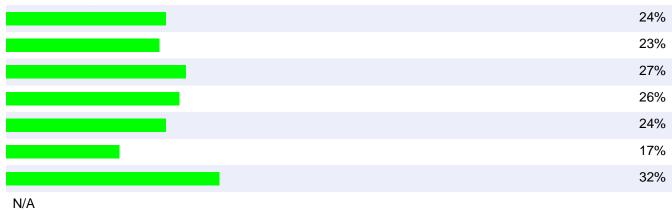


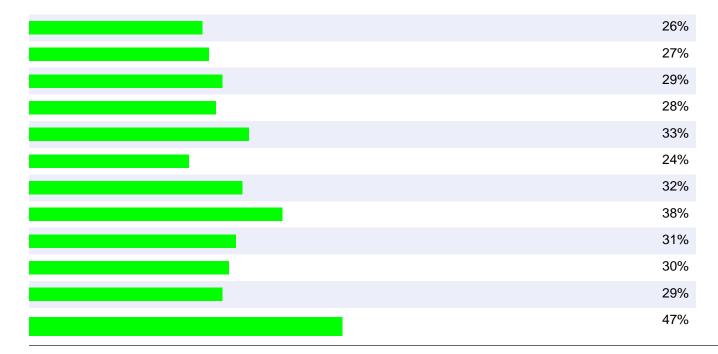




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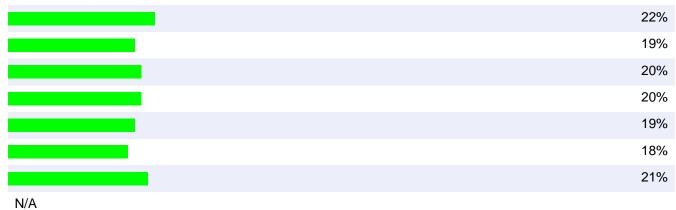
Based on Survey of Patients' Hospital Experiences (HCAHPS)

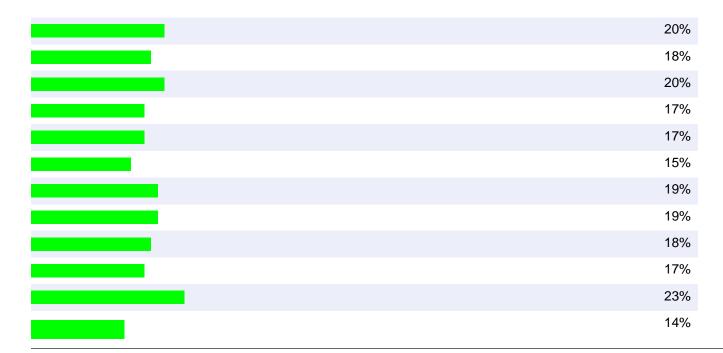




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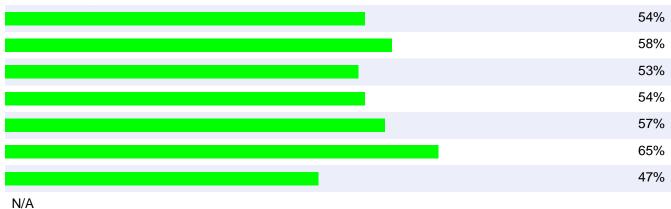
Based on Survey of Patients' Hospital Experiences (HCAHPS)





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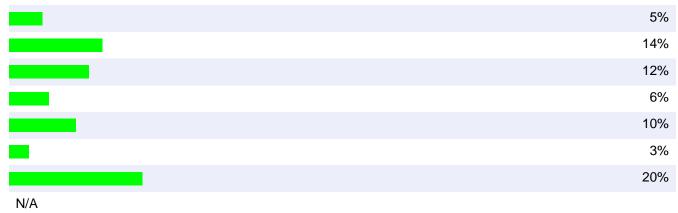






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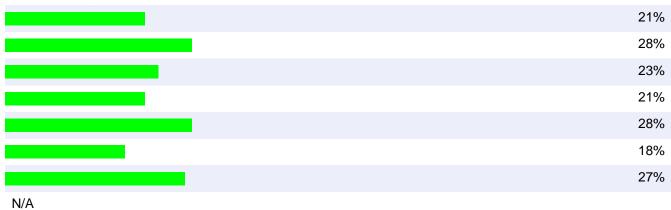
Based on Survey of Patients' Hospital Experiences (HCAHPS)

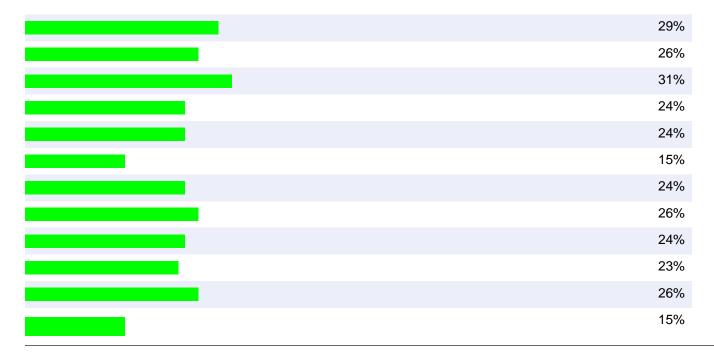


14%
13%
20%
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16%
15%
18%
18%
18%

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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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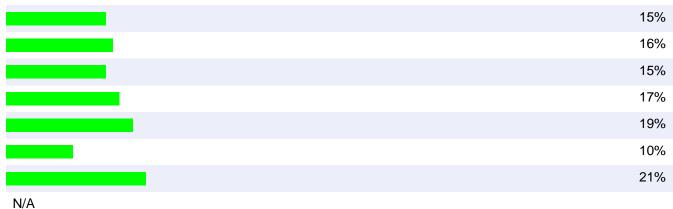


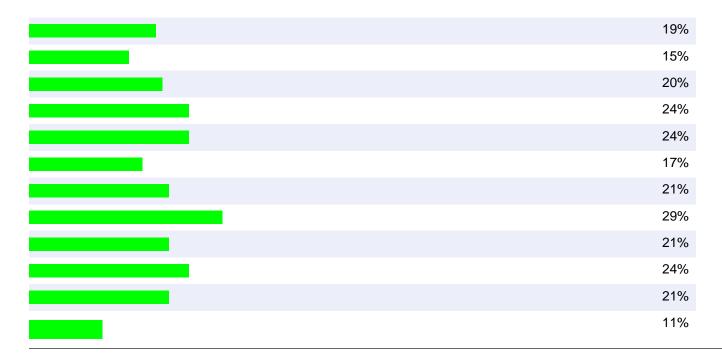




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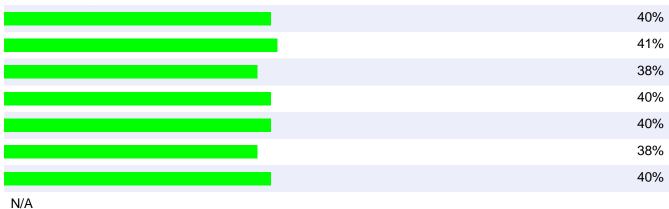
Based on Survey of Patients' Hospital Experiences (HCAHPS)





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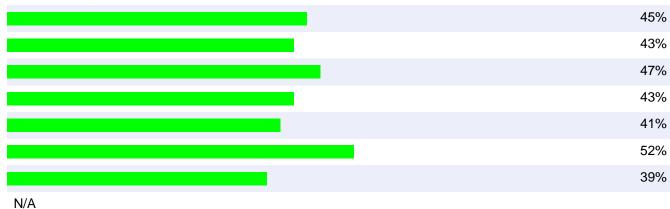
Based on Survey of Patients' Hospital Experiences (HCAHPS)





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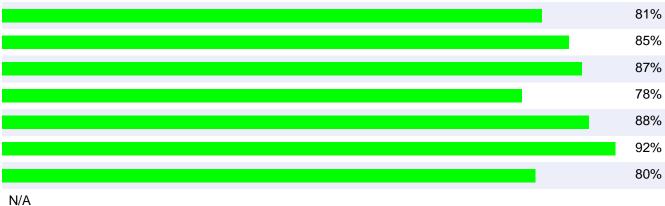


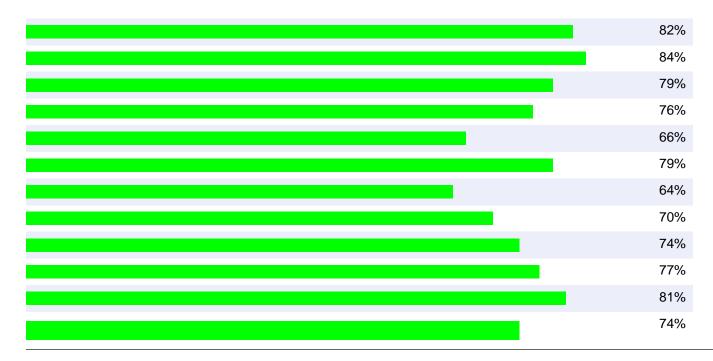




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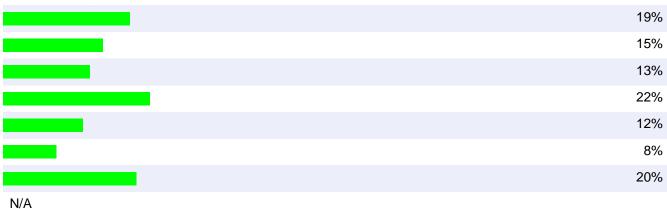
Based on Survey of Patients' Hospital Experiences (HCAHPS)

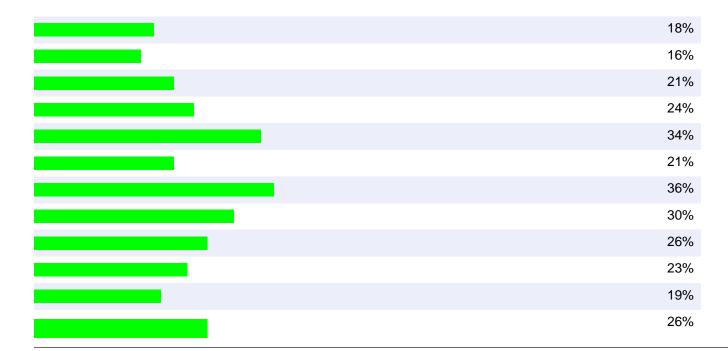




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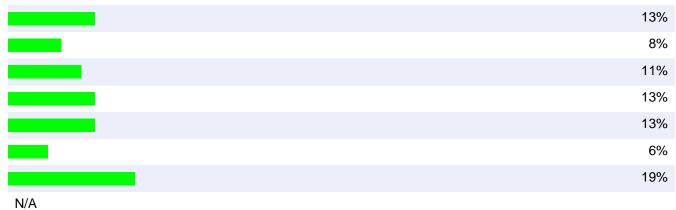
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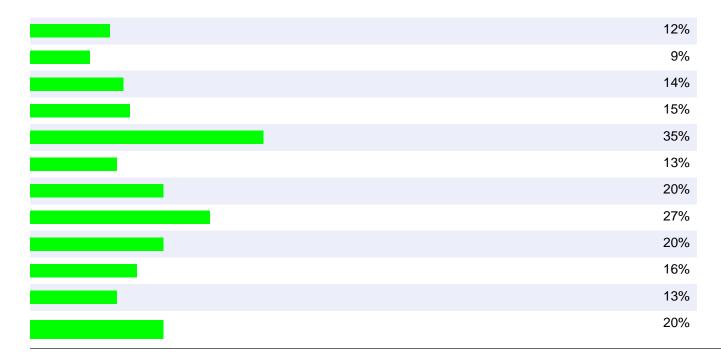




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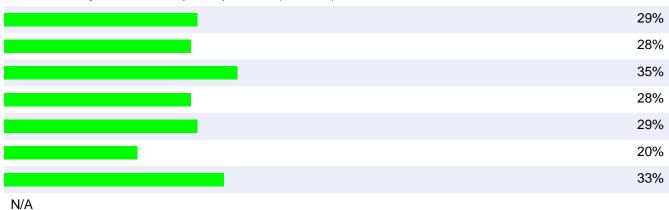
Based on Survey of Patients' Hospital Experiences (HCAHPS)

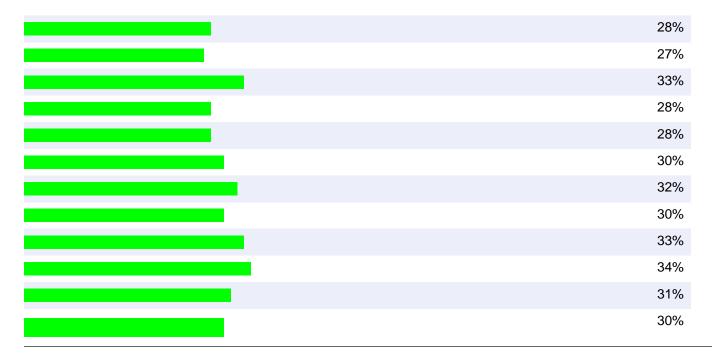




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

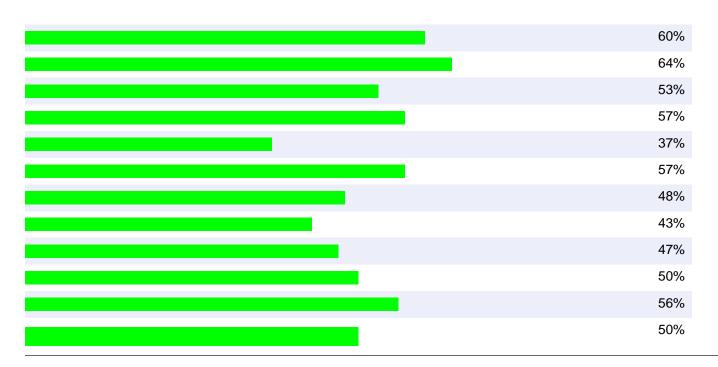




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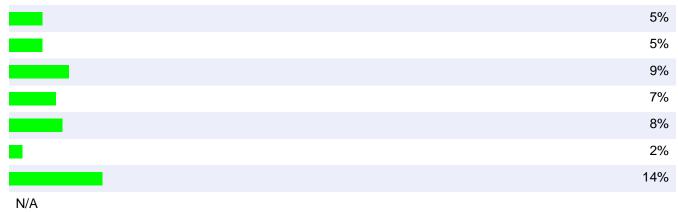


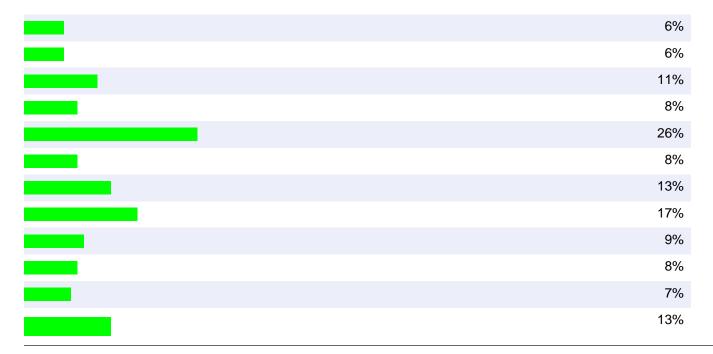




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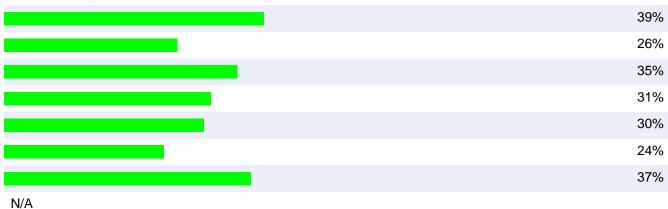
Based on Survey of Patients' Hospital Experiences (HCAHPS)

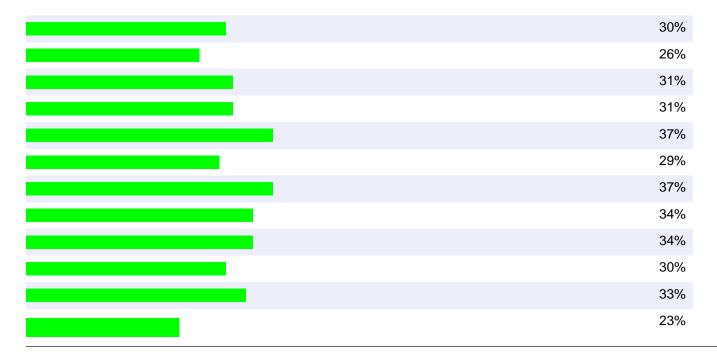




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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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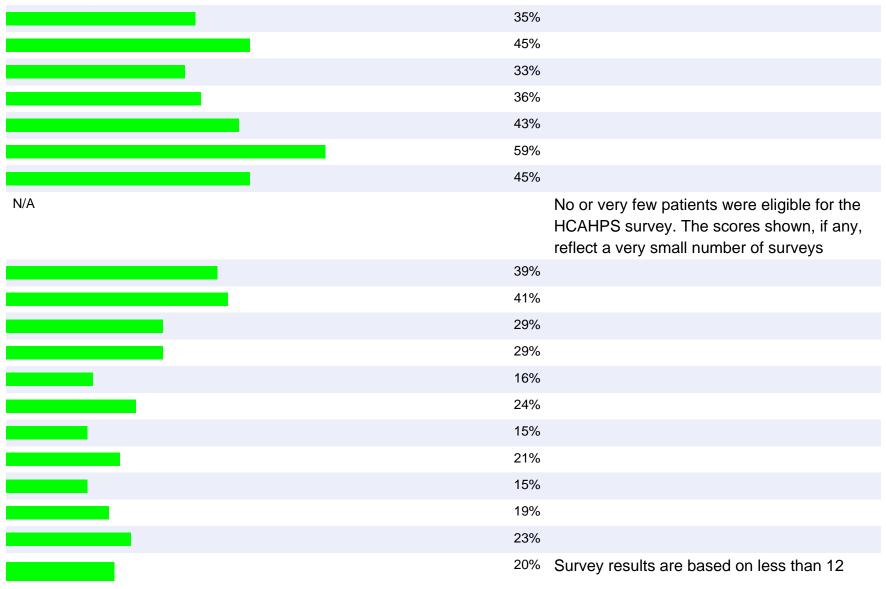
60% 64%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| • | | , | , | | |
|---------------------|--|---|---|--|--|
| 300 or more | | | | | |
| 300 or more | | | | | |
| 300 or more | | | | | |
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| 300 or more | | | | | |
| 300 or more | | | | | |
| 300 or more | | | | | |
| Between 100 and 299 | | | | | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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| Based on Survey of Patients' Hospital Experiences (HCAHPS) |
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| NEW HYDE PARK | NY | NASSAU |
|---------------|----|----------|
| BRONX | NY | BRONX |
| BROOKLYN | NY | KINGS |
| FLUSHING | NY | QUEENS |
| FLUSHING | NY | QUEENS |
| BROOKLYN | NY | KINGS |
| FAR ROCKAWAY | NY | QUEENS |
| BROOKLYN | NY | KINGS |
| BROOKLYN | NY | KINGS |
| STATEN ISLAND | NY | RICHMOND |
| FOREST HILLS | NY | QUEENS |
| FAR ROCKAWAY | NY | QUEENS |
| JAMAICA | NY | QUEENS |
| BRONX | NY | BRONX |
| BRONX | NY | BRONX |
| BROOKLYN | NY | KINGS |
| BROOKLYN | NY | KINGS |
| KINGSTON | NY | ULSTER |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 7% |
|-----|
| 16% |
| 13% |
| 16% |
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| 12% |
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| 12% |
| 13% |
| 16% |
| 8% |
| 18% |
| 15% |
| 7% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 24% |
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| 20% |
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| 22% |
| 21% |
| 20% |
| 20% |
| 28% |
| 22% |
| 19% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 8% |
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| 8% |
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| 13% |
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| 8% |
| 13% |
| 9% |
| 6% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| (| |
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| | |
| | 18% |
| | 16% |
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| | 21% |
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| | 17% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



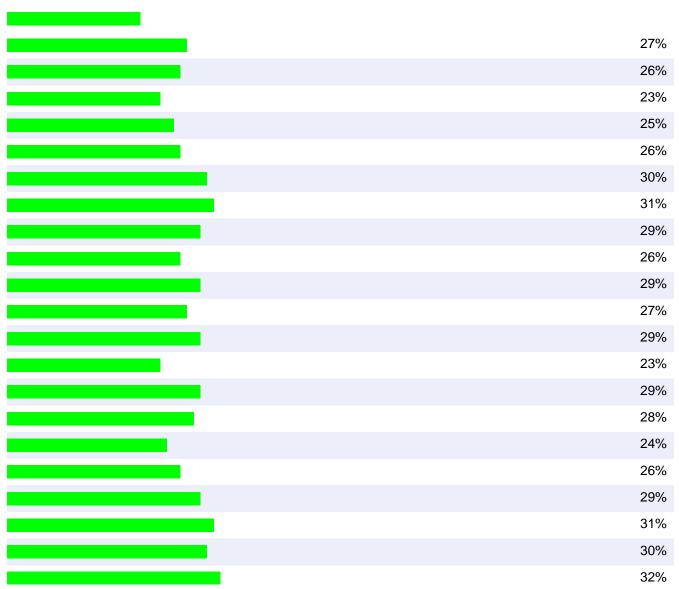
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 11% |
|--|-----|
| | 22% |
| | 20% |
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| | 16% |
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| | 14% |
| | 11% |
| | 20% |
| | 16% |
| | 8% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 21% |
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| 17% |
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| 17% |
| 14% |
| 20% |
| 17% |
| 17% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 12% |
|-----|
| 19% |
| 15% |
| 12% |
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| 21% |
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| 15% |
| 10% |
| 20% |
| 17% |
| 13% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 200/ |
|------|
| 28% |
| 21% |
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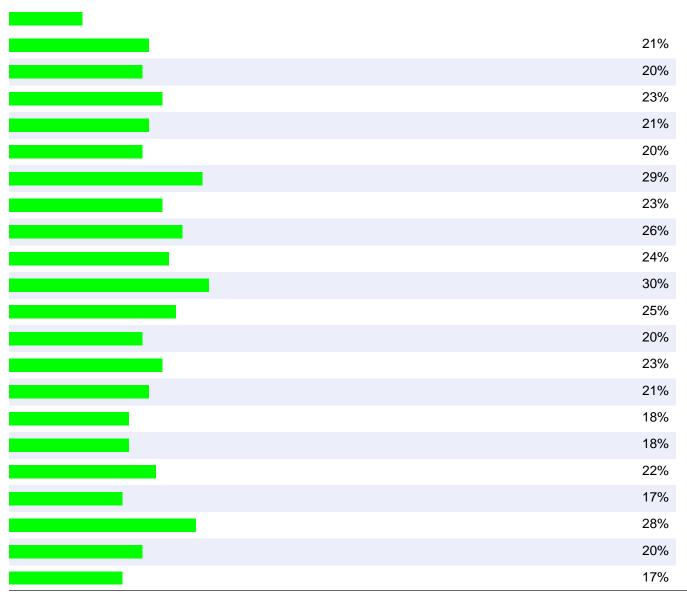
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



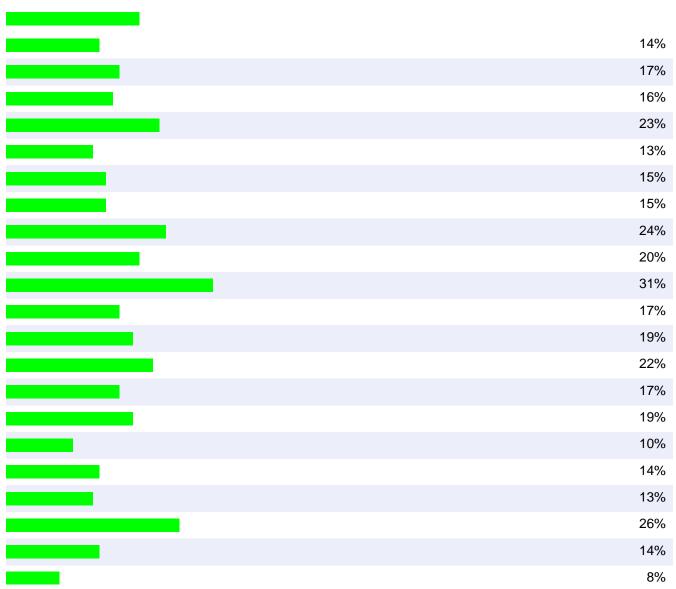
Page 254 of 330 05/31/2011

Based on Survey of Patients' Hospital Experiences (HCAHPS)



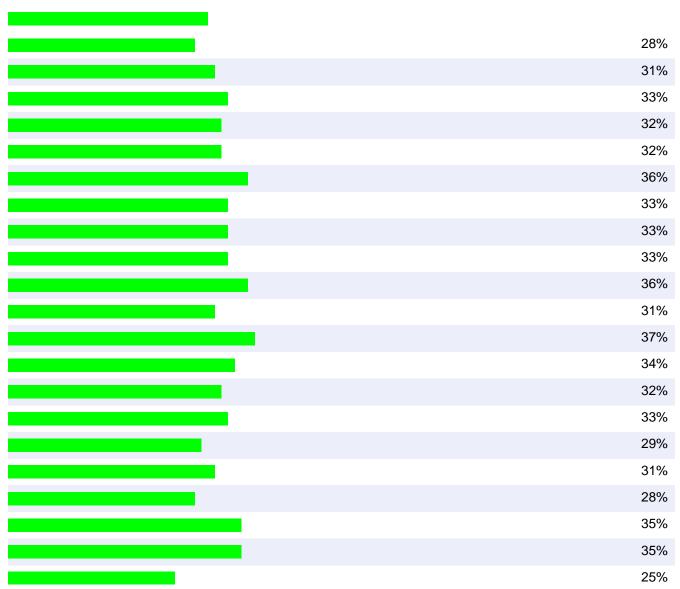
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 8% |
|-----|
| 12% |
| 10% |
| 17% |
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| 10% |
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| 7% |
| 9% |
| 8% |
| 17% |
| 10% |
| 5% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 300 or more |
|---------------------|
| 300 or more |
| Between 100 and 299 |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| months of data |
|----------------|
| 29% |
| 18% |
| 13% |
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| 18% |
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

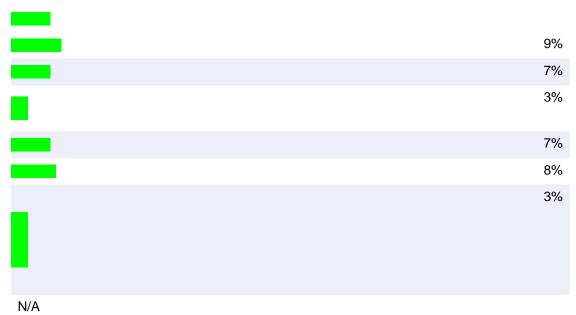
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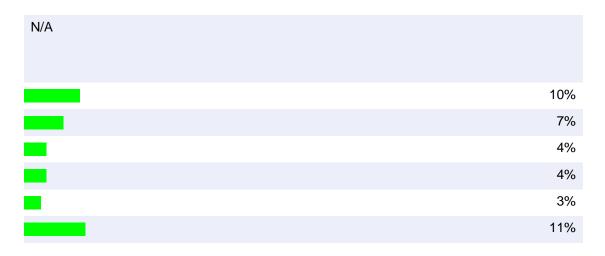
Based on Survey of Patients' Hospital Experiences (HCAHPS)

| GOSHEN | NY | ORANGE |
|--------------------|----|-------------|
| NYACK | NY | ROCKLAND |
| POUGHKEEPSIE | NY | DUTCHESS |
| POUGHKEEPSIE | NY | DUTCHESS |
| NEWBURGH | NY | ORANGE |
| MARGARETVILLE | NY | DELAWARE |
| ELLENVILLE | NY | ULSTER |
| WEST HAVERSTRAW | NY | ROCKLAND |
| HARRIS | NY | SULLIVAN |
| PORT JERVIS | NY | ORANGE |
| RHINEBECK | NY | DUTCHESS |
| WARWICK | NY | ORANGE |
| CARMEL | NY | PUTNAM |
| VALHALLA | NY | WESTCHESTER |
| | | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



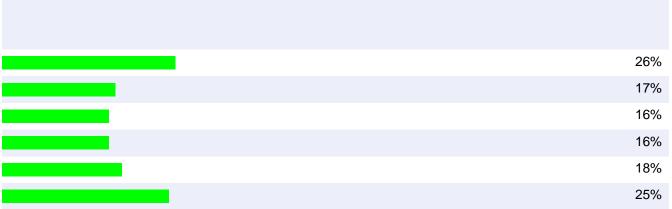


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

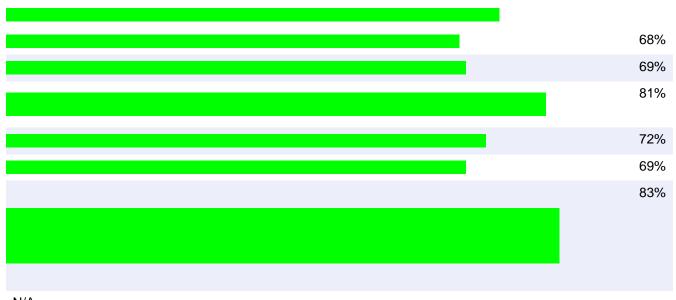


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Based on Survey of Patients' Hospital Experiences (HCAHPS)

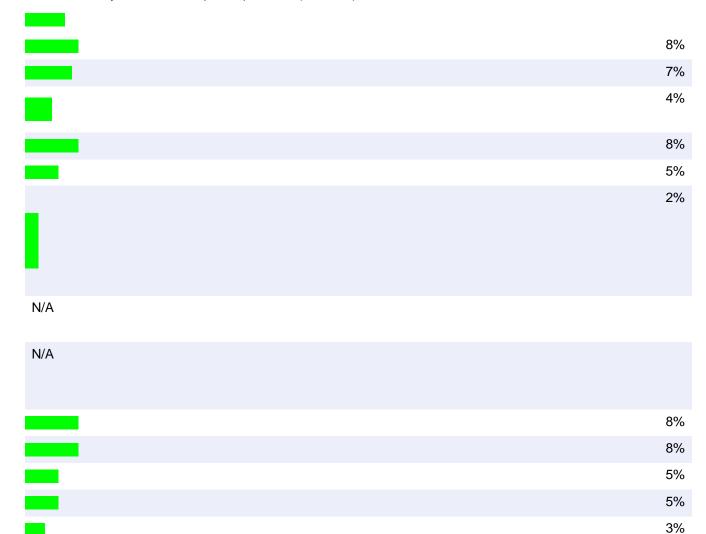


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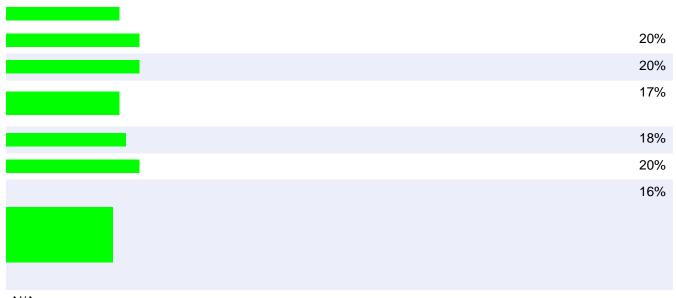
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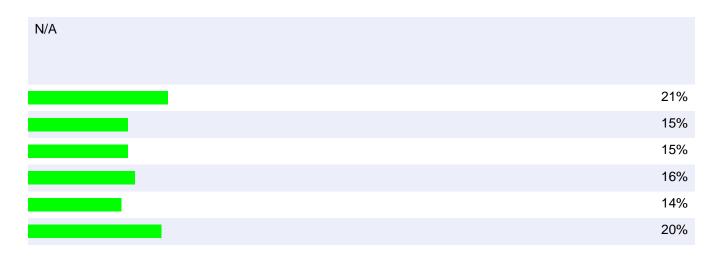
Page 269 of 330 05/31/2011

9%

Based on Survey of Patients' Hospital Experiences (HCAHPS)



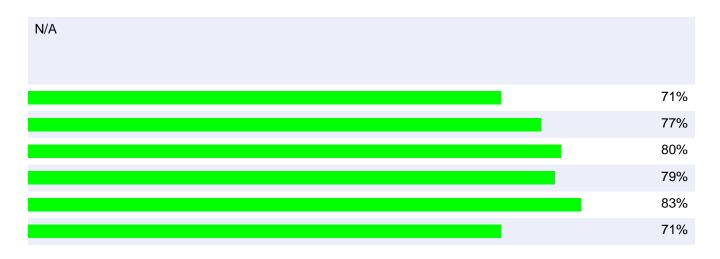
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

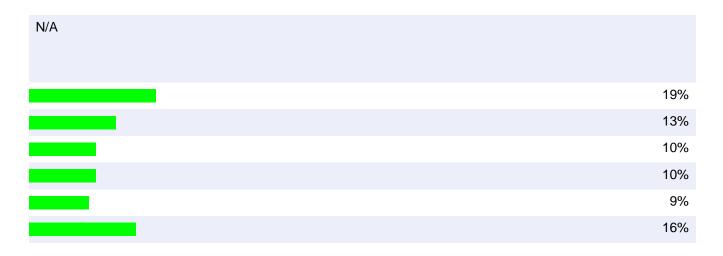




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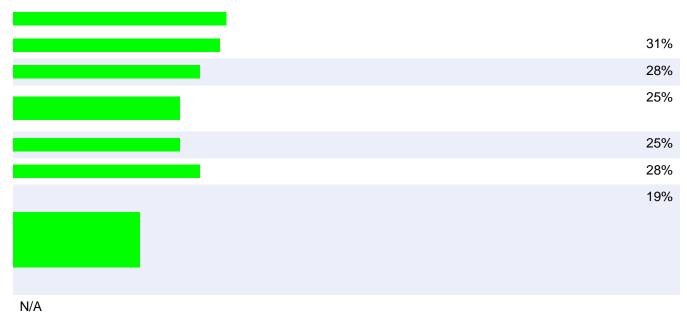
Based on Survey of Patients' Hospital Experiences (HCAHPS)

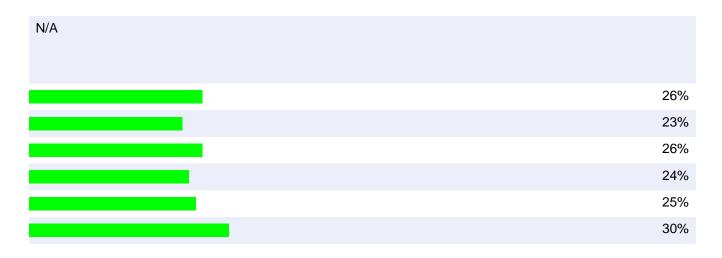




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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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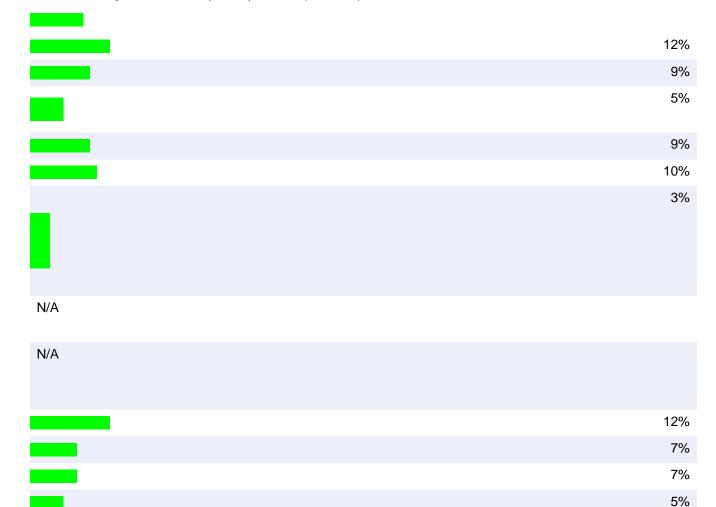






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Based on Survey of Patients' Hospital Experiences (HCAHPS)

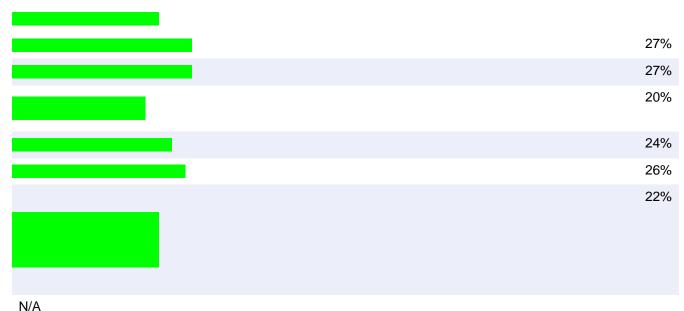


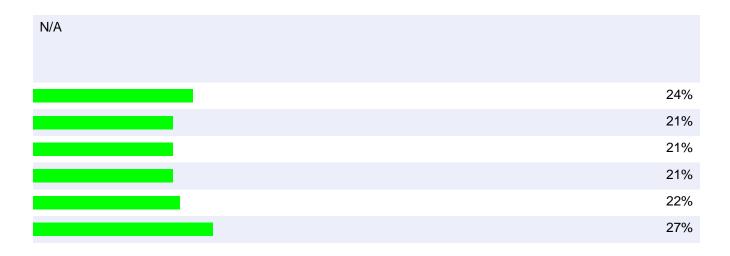
Page 275 of 330 05/31/2011

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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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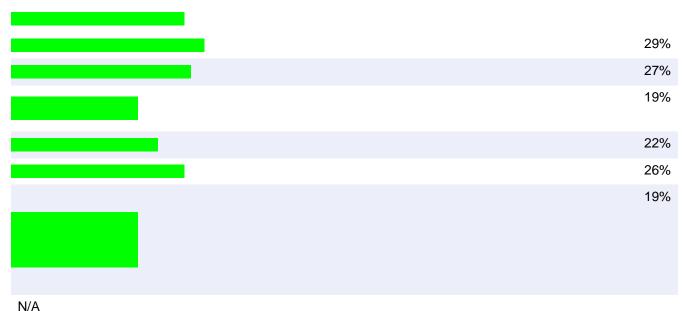
Based on Survey of Patients' Hospital Experiences (HCAHPS)



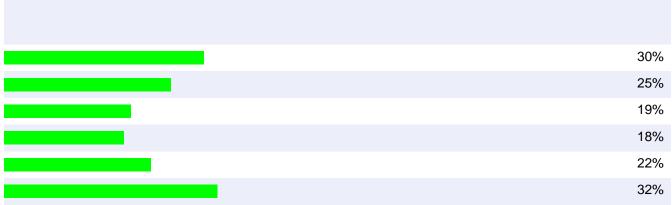


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Based on Survey of Patients' Hospital Experiences (HCAHPS)



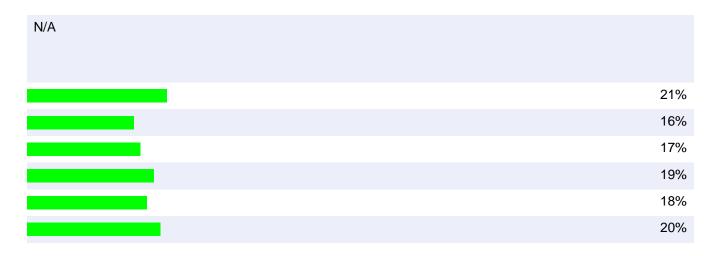
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

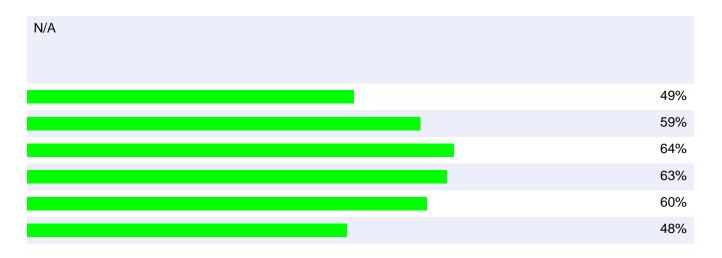




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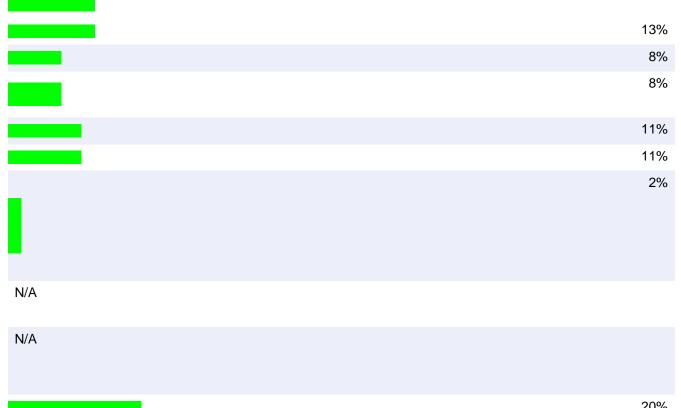






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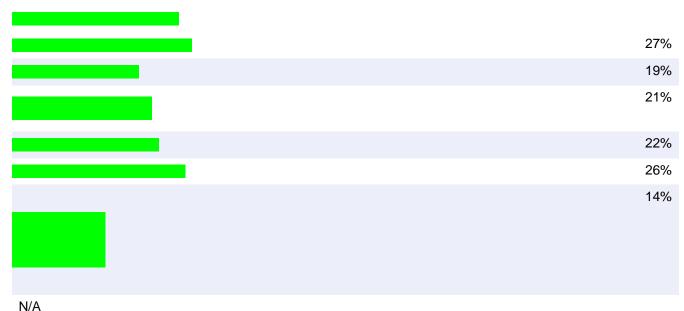
Based on Survey of Patients' Hospital Experiences (HCAHPS)

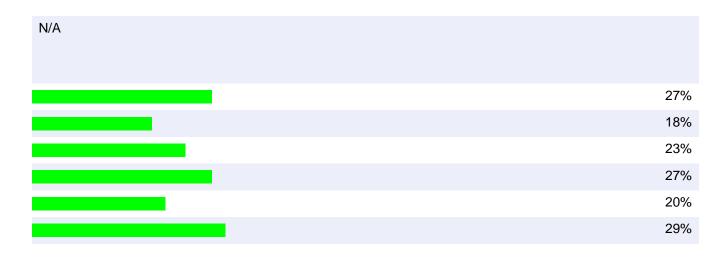


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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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Based on Survey of Patients' Hospital Experiences (HCAHPS)

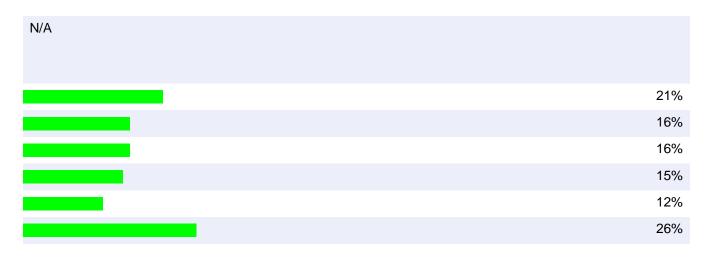




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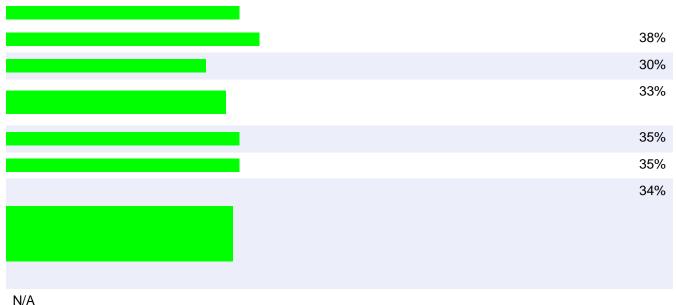
Based on Survey of Patients' Hospital Experiences (HCAHPS)

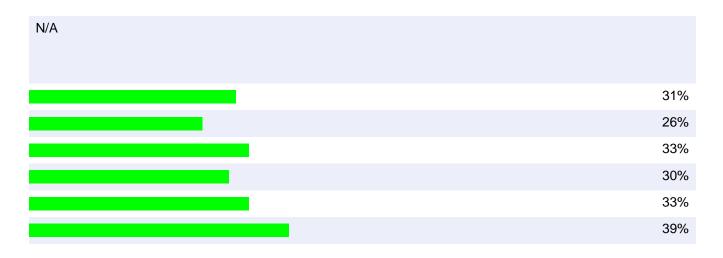




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Based on Survey of Patients' Hospital Experiences (HCAHPS)



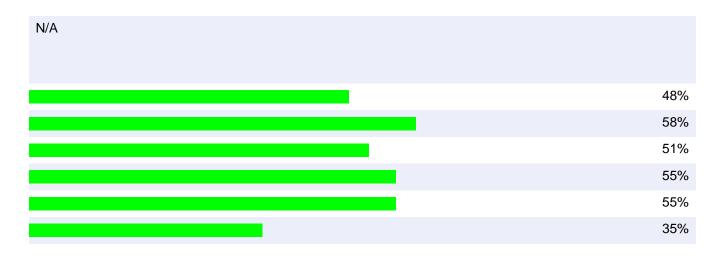


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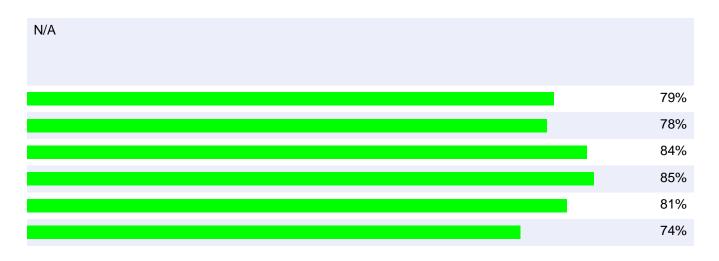
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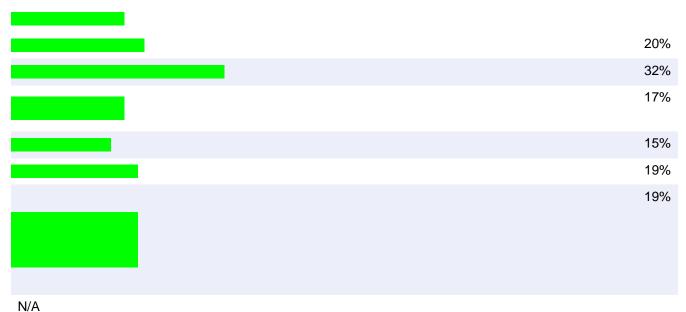
Based on Survey of Patients' Hospital Experiences (HCAHPS)

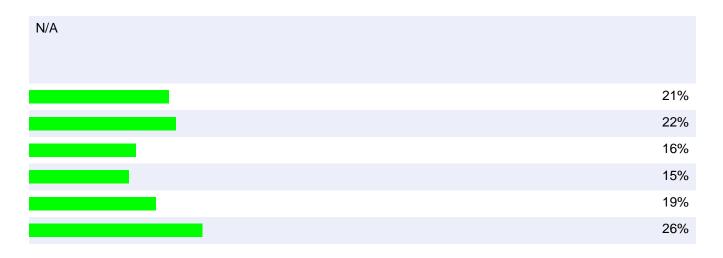




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Based on Survey of Patients' Hospital Experiences (HCAHPS)

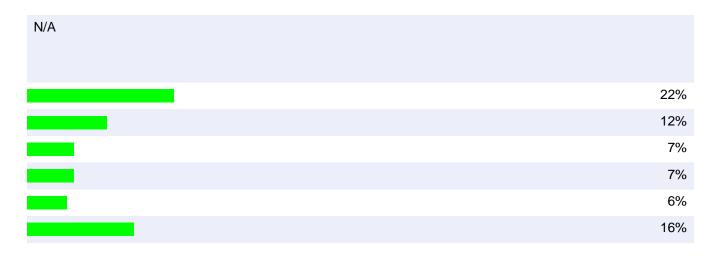




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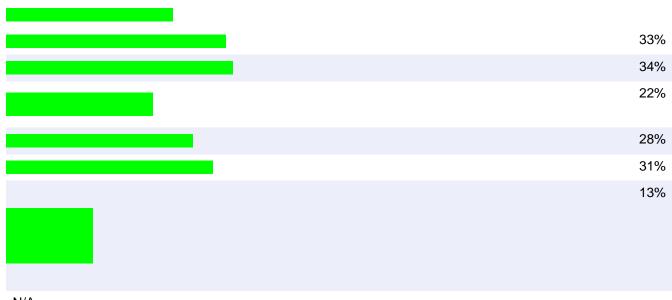
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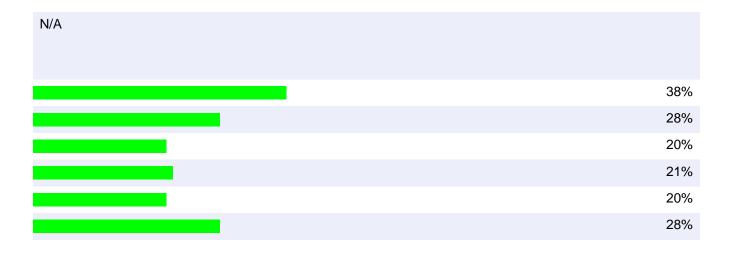


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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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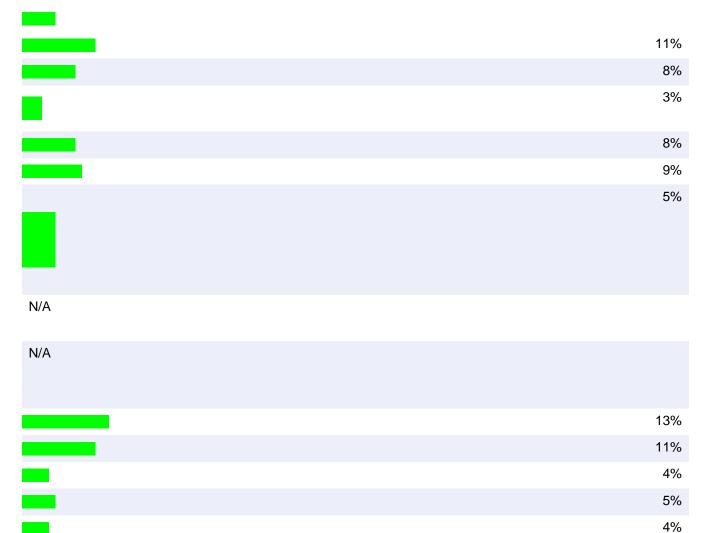
Based on Survey of Patients' Hospital Experiences (HCAHPS)





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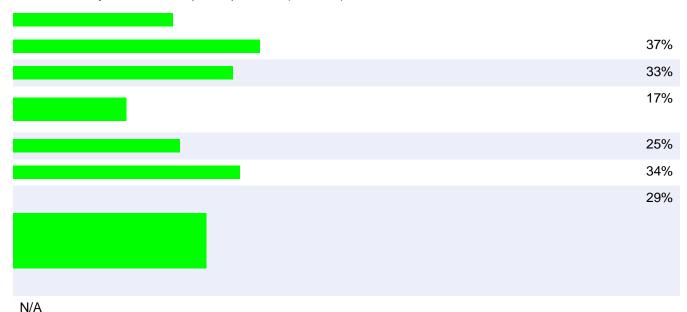
Based on Survey of Patients' Hospital Experiences (HCAHPS)

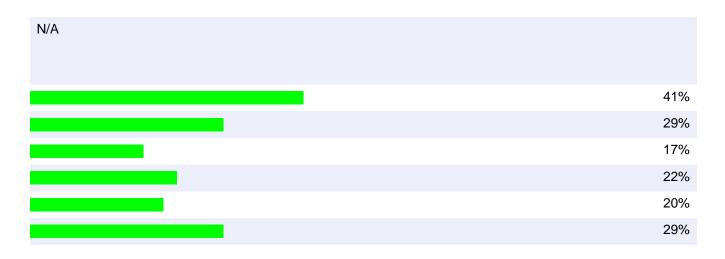


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10%

Based on Survey of Patients' Hospital Experiences (HCAHPS)

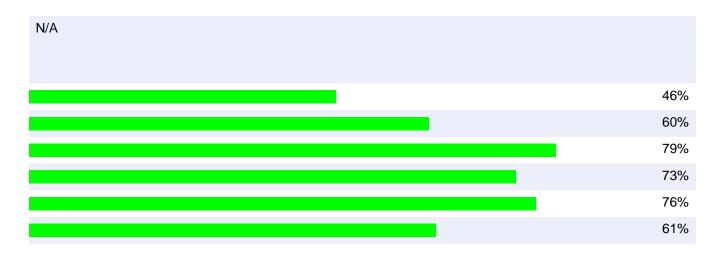




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Based on Survey of Patients' Hospital Experiences (HCAHPS)





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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| 300 or more |
|----------------|
| 300 or more |
| Fewer than 100 |
| N/A |
| N/A |
| 300 or more |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 29% | |
|-----|-----|--|
| | 29% | |
| | 37% | There were discrepancies in the data collection process |
| | 32% | |
| | 27% | |
| | 34% | Fewer than 100 Patients completed the HCAHPS survey. Use these rates with caution, as the number of surveys may be too low to reliably assess hospital performance |
| N/A | | Survey results are not available for this reporting period |
| N/A | | No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys |
| | 20% | |
| | 27% | |
| | 44% | |
| | 32% | |
| | 36% | |
| | 26% | |
| | | |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

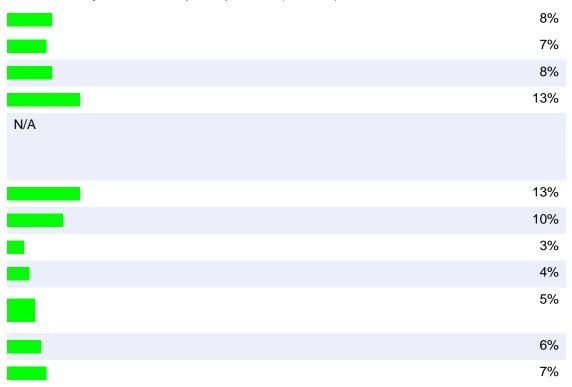
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| KINGSTON | NY | ULSTER |
|--------------------|----|-------------|
| SLEEPY HOLLOW | NY | WESTCHESTER |
| SUFFERN | NY | ROCKLAND |
| YONKERS | NY | WESTCHESTER |
| WHITE PLAINS | NY | WESTCHESTER |
| NEW ROCHELLE | NY | WESTCHESTER |
| MOUNT VERNON | NY | WESTCHESTER |
| MOUNT KISCO | NY | WESTCHESTER |
| WHITE PLAINS | NY | WESTCHESTER |
| CORTLANDT MANOR | NY | WESTCHESTER |
| BRONXVILLE | NY | WESTCHESTER |
| YONKERS | NY | WESTCHESTER |

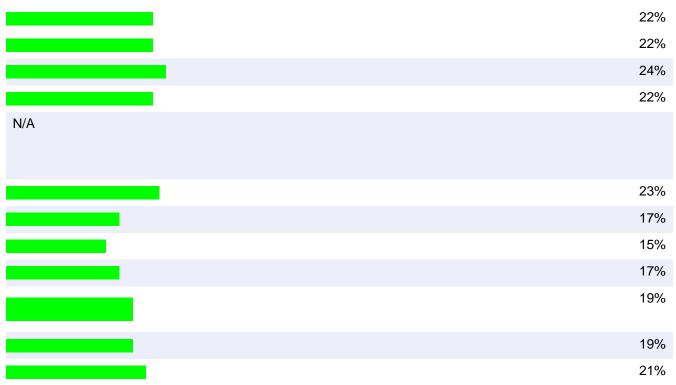
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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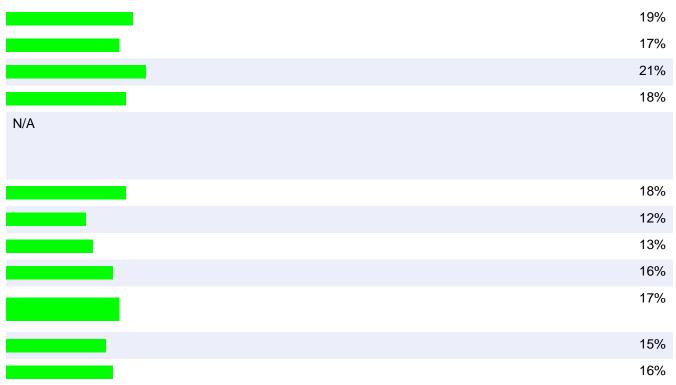
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 9% |
|-----|----|
| | 5% |
| | 4% |
| | 9% |
| N/A | |
| | 8% |
| | 5% |
| | 4% |
| | 5% |
| | 4% |
| | 5% |
| | 5% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



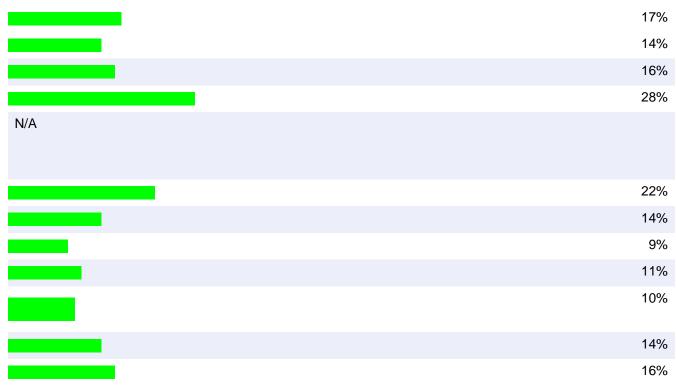
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



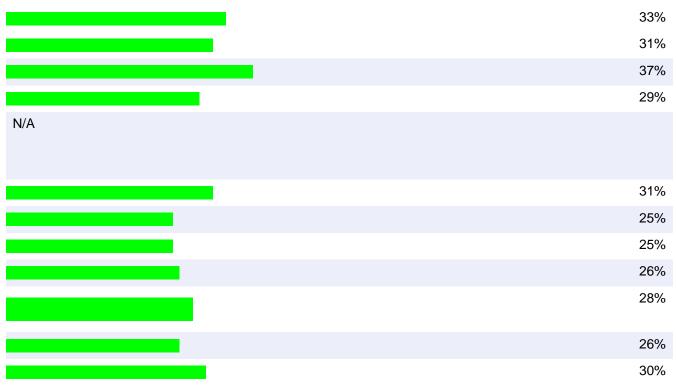
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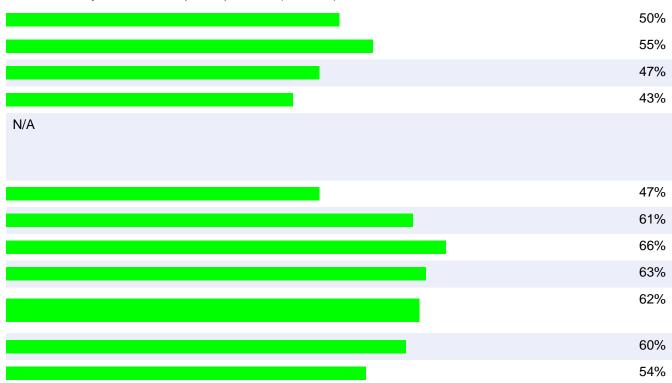
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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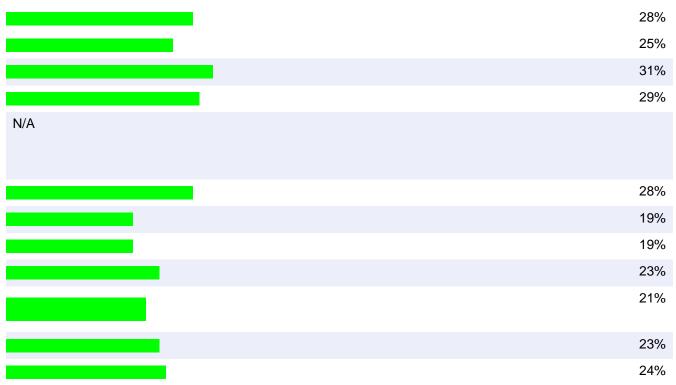
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 11% |
|-----|-----|
| | 9% |
| | 10% |
| | 13% |
| N/A | |
| | |
| | 13% |
| | 14% |
| | 6% |
| | 6% |
| | 7% |
| | |
| | 8% |
| | 10% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



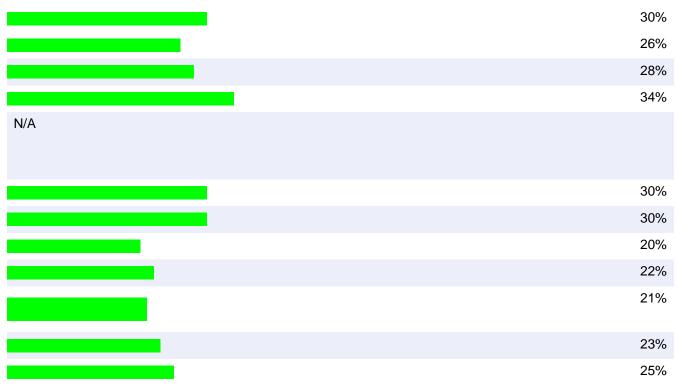
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



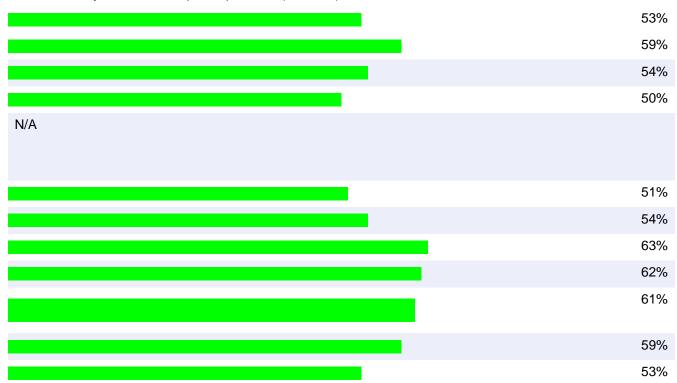
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 17% |
|-----|-----|
| | 15% |
| | 18% |
| | 16% |
| N/A | |
| | |
| | 19% |
| | |
| | 16% |
| | 17% |
| | 16% |
| | 18% |
| | |
| | 18% |
| | 22% |

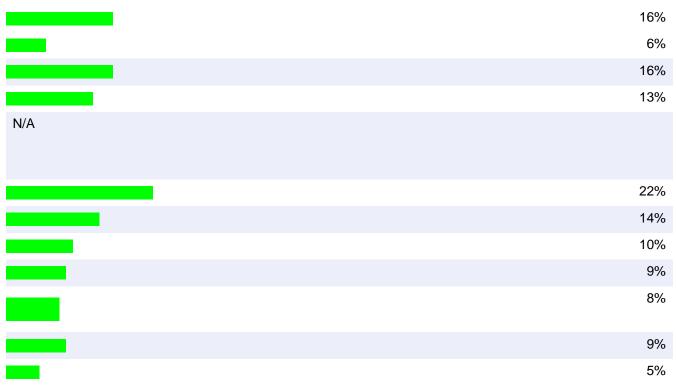
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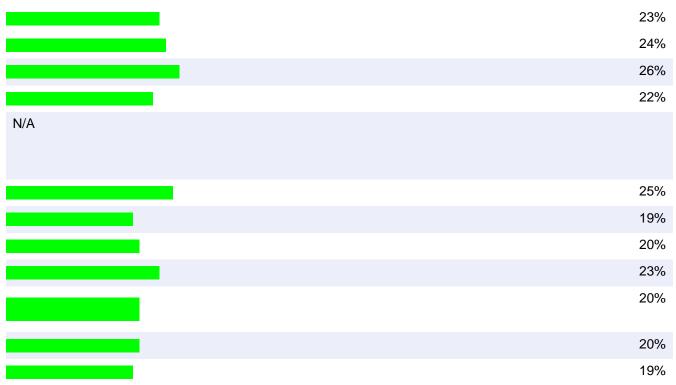
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



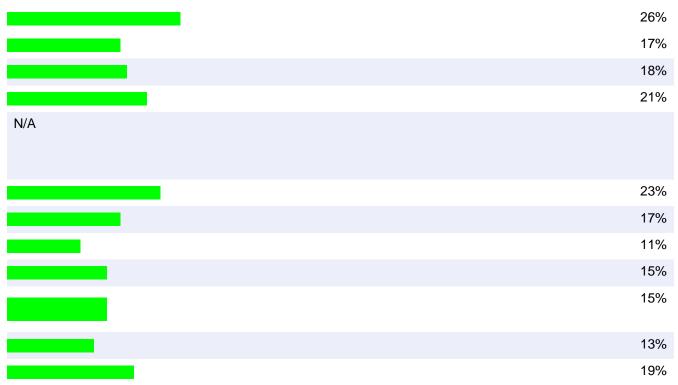
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



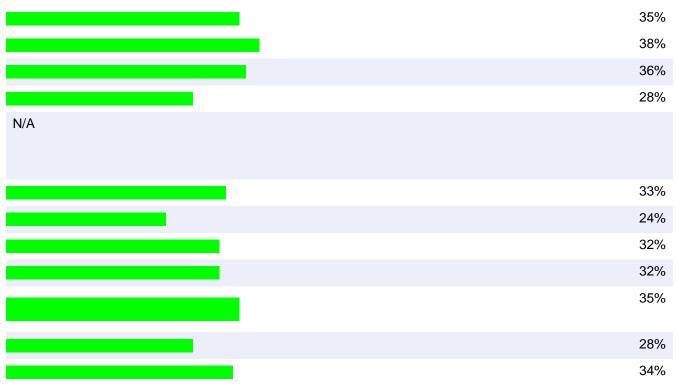
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



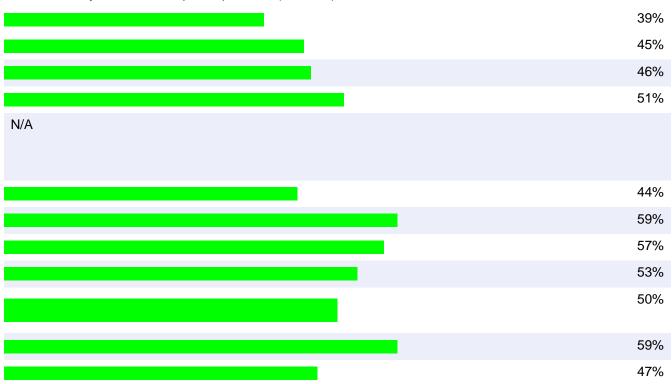
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



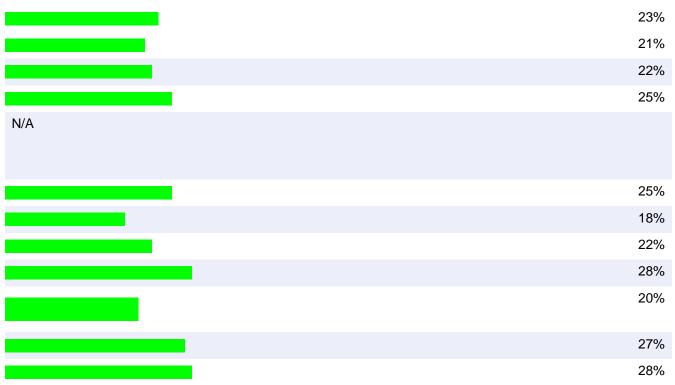
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



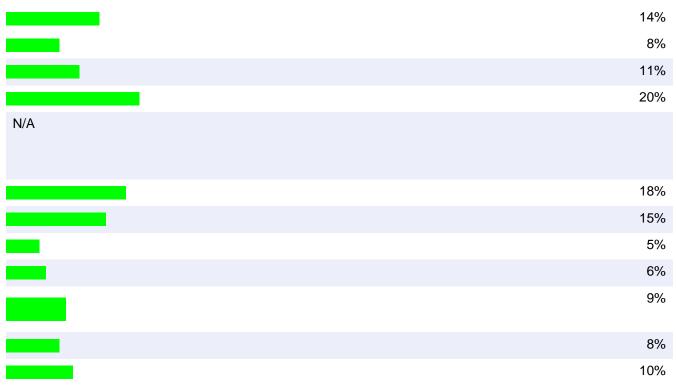
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



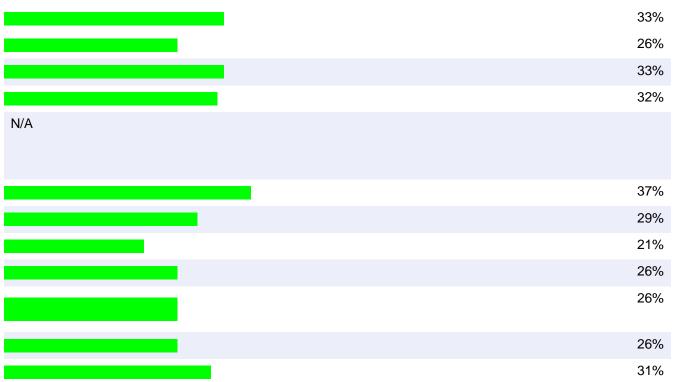
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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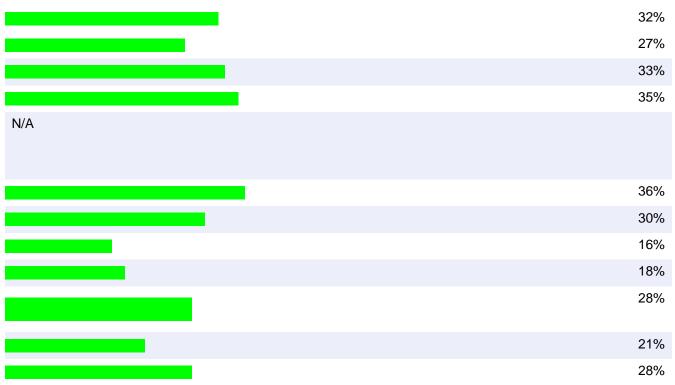
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 10% |
|-----|-----|
| | 4% |
| | 6% |
| | 13% |
| N/A | |
| | 15% |
| | 11% |
| | 3% |
| | 3% |
| | 4% |
| | 5% |
| | 6% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more 300 or more

300 or more

300 or more

N/A

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| | 23% |
|-----|---|
| | 32% |
| | 27% |
| | 13% |
| N/A | No or very few patients were eligible for the HCAHPS survey. The scores shown, if any, reflect a very small number of surveys |
| | 24% |
| | 19% |
| | 41% |
| | 35% |
| | 29% |
| | 32% |
| | 27% |

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Based on Survey of Patients' Hospital Experiences (HCAHPS)

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